



ESC Service Charter Scorecard

May 28, 2017 – June 24, 2017



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Service Delivery Overview

May 28, 2017 – June 24, 2017

Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 55,489

Total calls received: 6,066

Average Call Wait Time: 02:07

Total email requests received: 392

Total FAX requests received: 128

Number of Transactions processed by ESC: 8,316

Total outbound contacts: 2,773

Total tickets opened: 5,323

Total tickets closed within 3 days: 5,172

Total tickets remain open beyond 3 days: 151

% tickets remain open beyond 3 days: 2.83%

% of Employees served by the ESC: 14.98%

Staffing

Area	Staffing as of 6/24/2017	Staffing as of 5/27/2017
Customer Service/Intake	4	4
Customer Service/MassCareers	4	4
Processing & Outreach	11	11
Senior Staff	2	2
Total	21	21

Activities

Increase in Total number of Employees Served based on the return of DCR seasonal employees.

Source: ESC Avaya CMS & Footprints Reports, data from 5/28/2017 – 6/24/2017.

***Note:** “% of Employees served contacting ESC” does not account for repeat contacts (i.e., one employee calling multiple times).

The Commonwealth of Massachusetts



SLA Targets and Actual Performance



Delivering HR Services That Matter

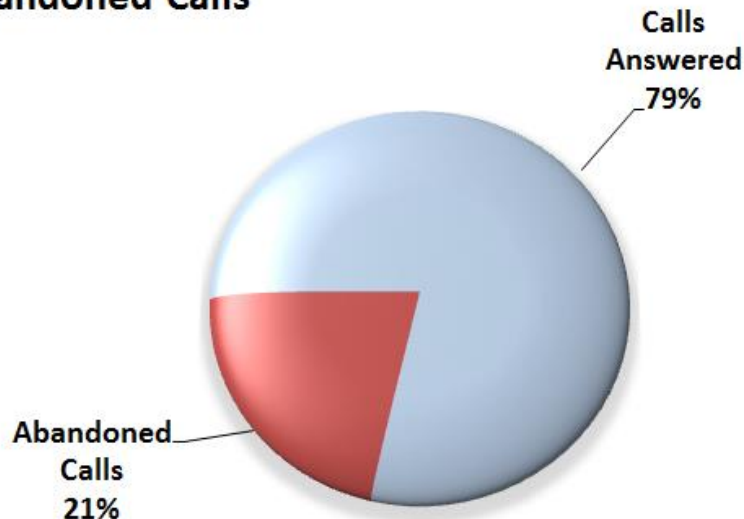
Metric	Target	Current Period Performance 5/28/17 – 6/24/17	Previous Period Performance 4/30/17 – 5/27/17	Trend
Average wait time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	2:07 seconds	1:49 seconds	
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.88%	99.68%	
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	90.0% within 1 Day and 94.3% within 3 Days	94.7% within 1 Day and 97.3% within 3 Days	
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	80% of customers rate overall satisfaction good to excellent	96.7% rated good to excellent (1.146% response rate)	93.7% rated good to excellent (1.135% response rate)	
Percent of notification runs executed to completion: <ul style="list-style-type: none"> All: Reminder Report Time Employees: Unreported time - 1st & 2nd notice Approvers: Unapproved reported time - 1st & 2nd notice Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice Failsafe outreach to Agy. HR/PY and signatories Failsafe outreach to CTR and CHRO 	95%	100%	100%	
Secretariat ad hoc reports produced within established timeframes: <ul style="list-style-type: none"> Simple*: 3 business days Complex*: 7 business days 	90%	N/A	N/A	
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	



Inbound Call Data

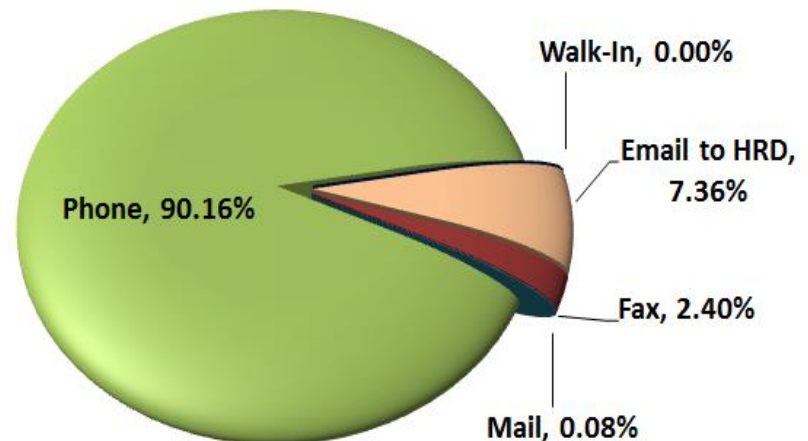
SLA Metric	Target Level	Current Period 5/28/17 to 6/24/17	Previous Period 4/30/17 to 5/27/17	June 2016
Average Wait Time – Answered Calls (Days operational)	Will not exceed 3 minutes 90% of the time	2:07 seconds	1:49 seconds	0:45 seconds

Abandoned Calls



Total = 6,066 calls

Ticket Source



Total = 5,323 Tickets

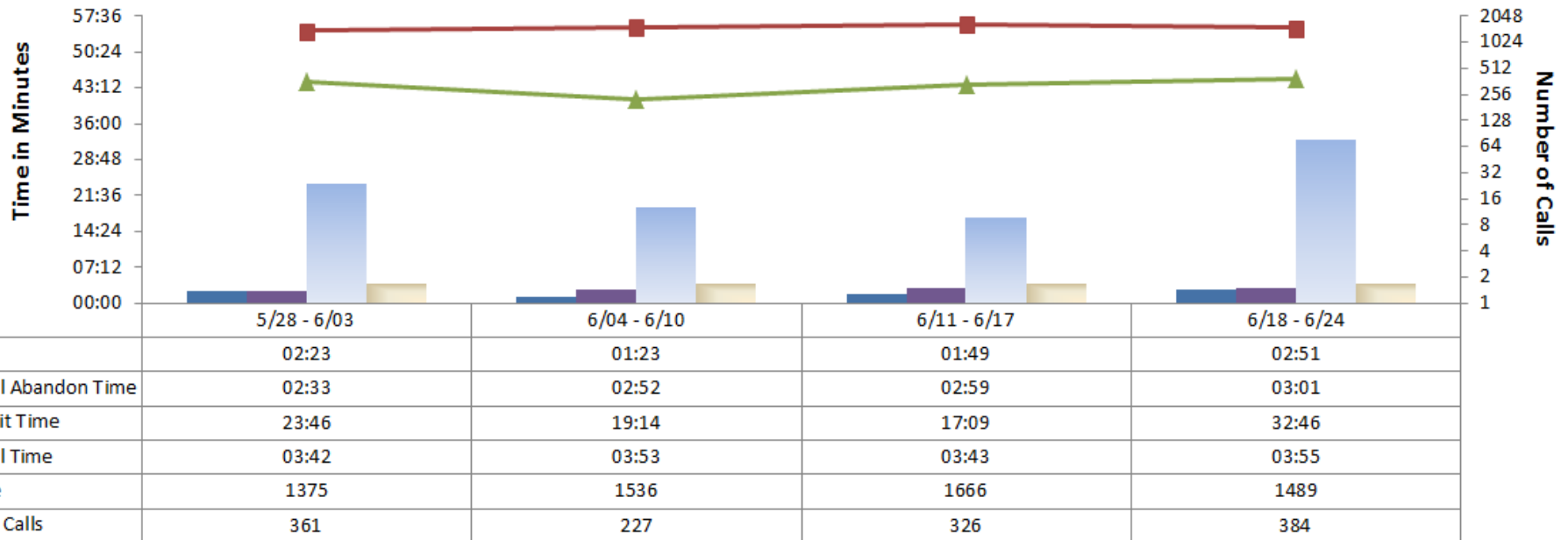
Source: ESC Footprints & Avaya data from 5/28/2017 – 6/24/2017.

*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.



Inbound Call Data

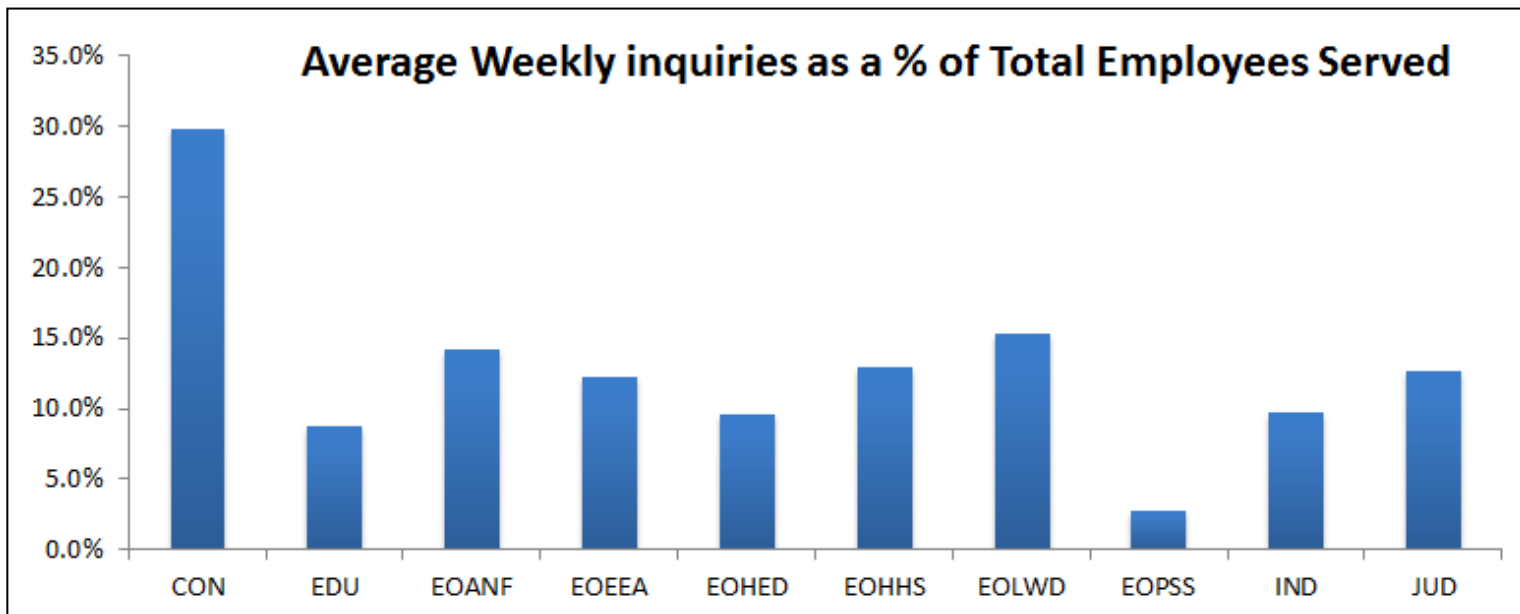
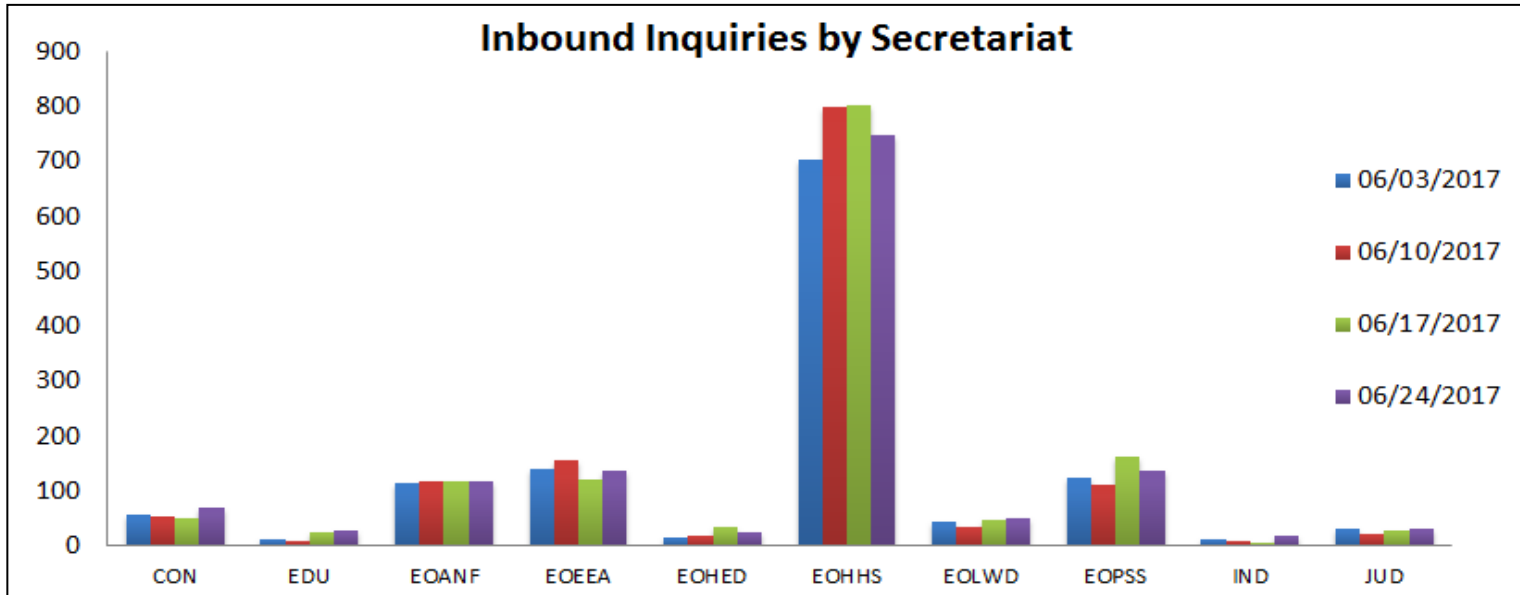
Wait Time, Call Volumes, & Abandonment Rates



Source: ESC Avaya data from 5/28/2017 – 6/24/2017.

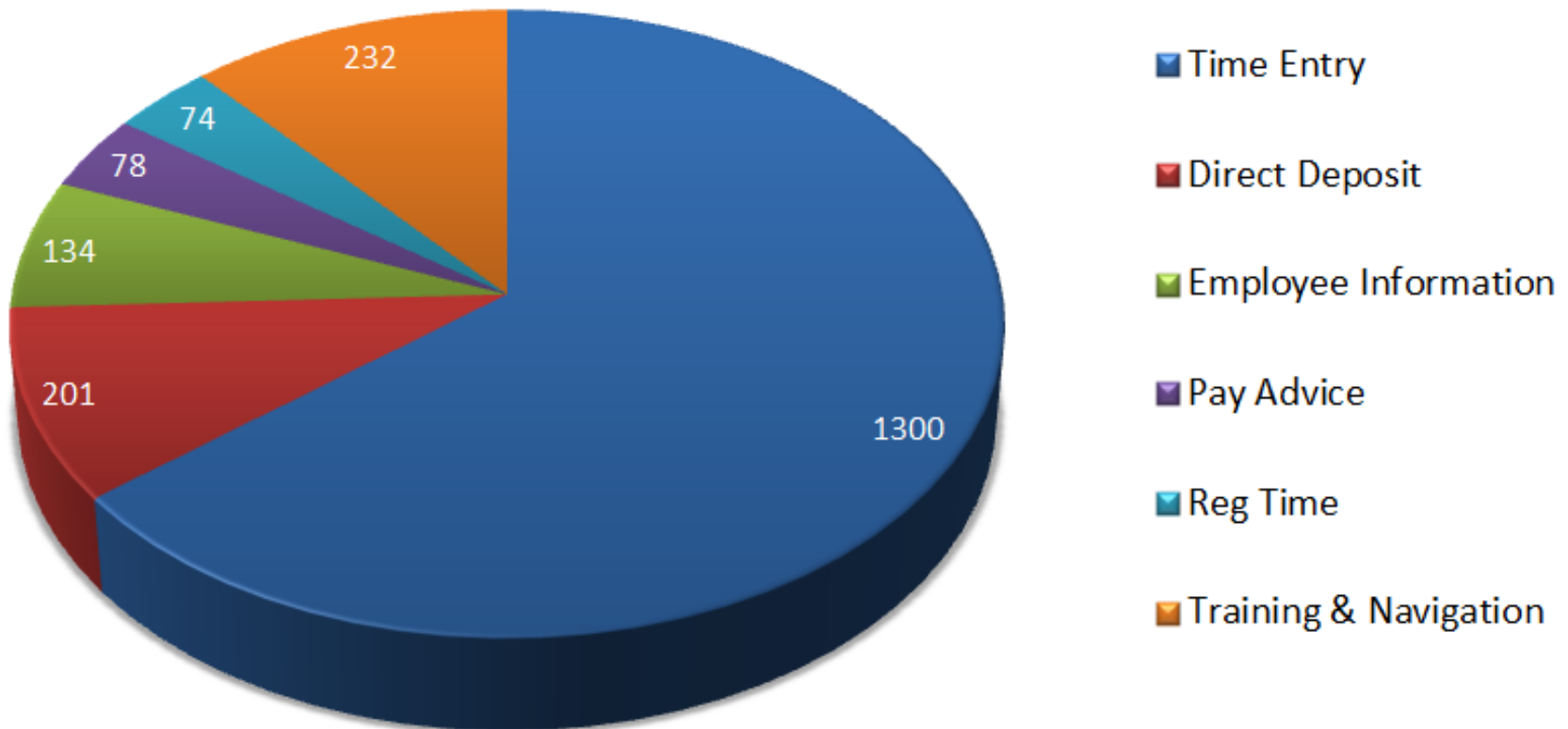


Inbound Inquiries by Secretariat



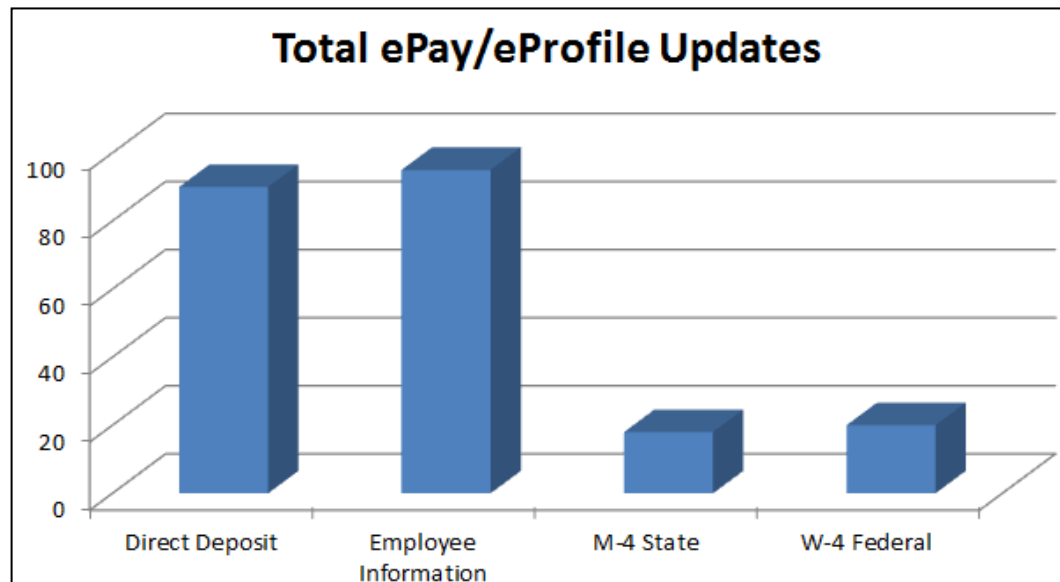
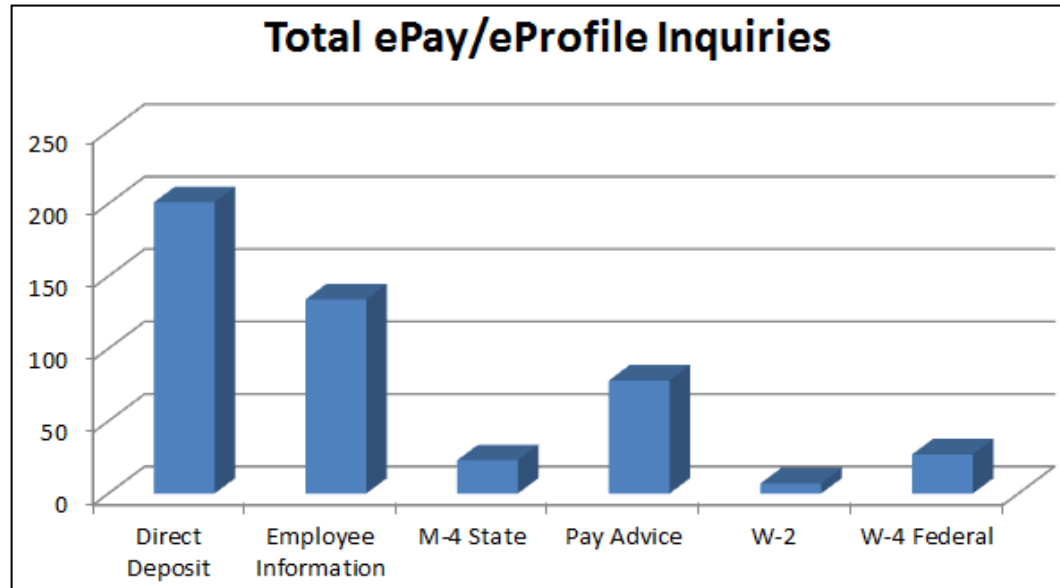
Types of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)



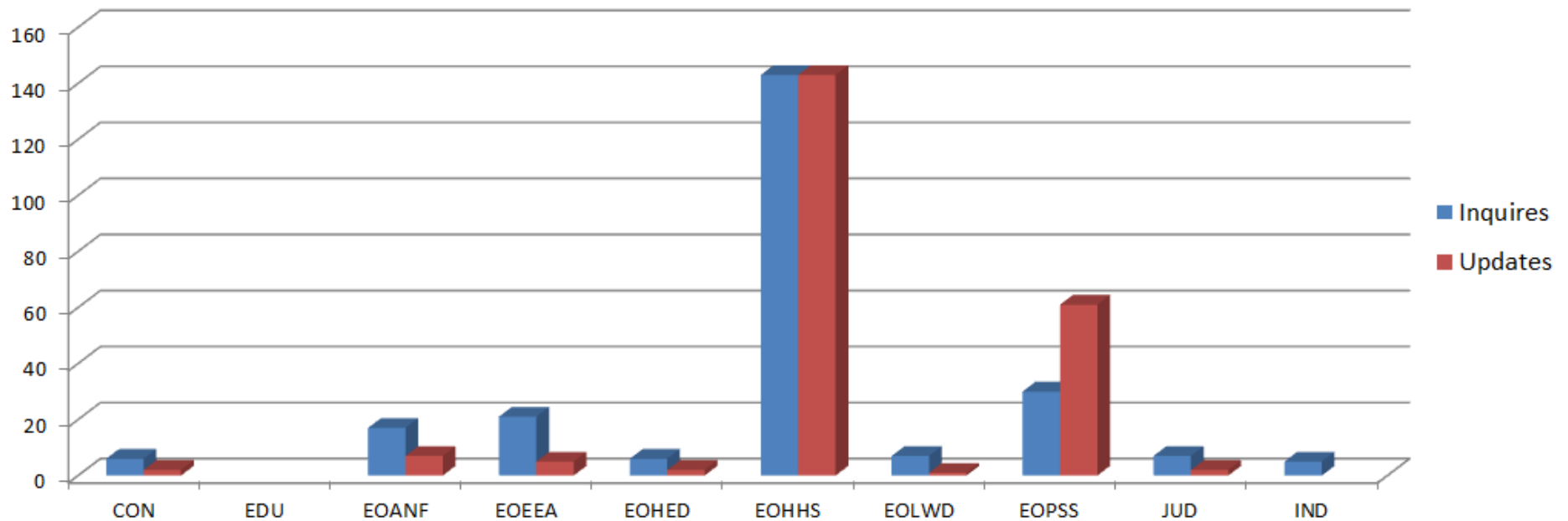
Source: ESC Footprints data from 5/28/2017 – 6/24/2017.

ePay/eProfile Transactions



ePay/eProfile Transactions by Secretariat

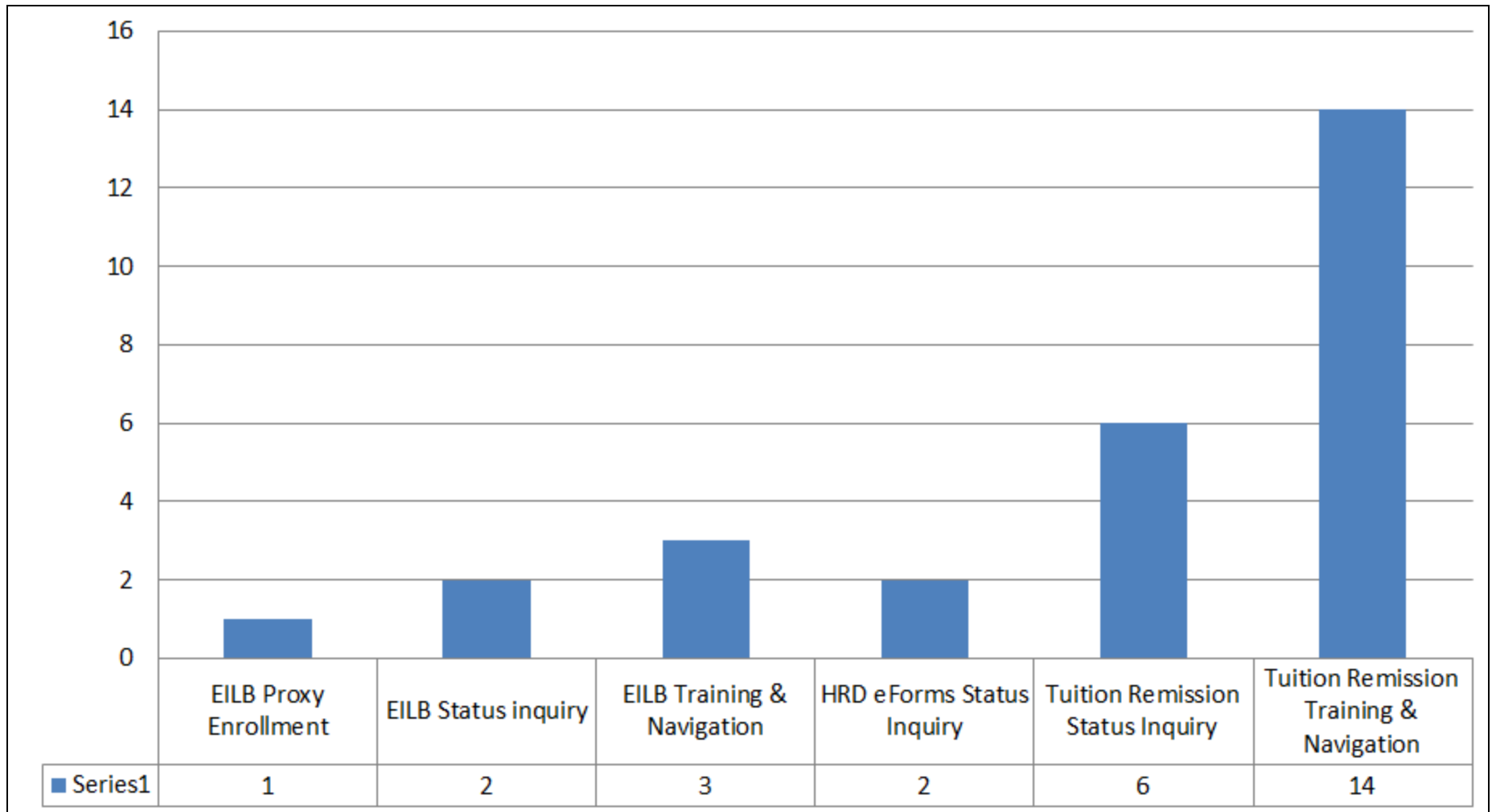
ePay/eProfile Transactions by Secretariat



Source: ESC Footprints data from 5/28/2017 – 6/24/2017.



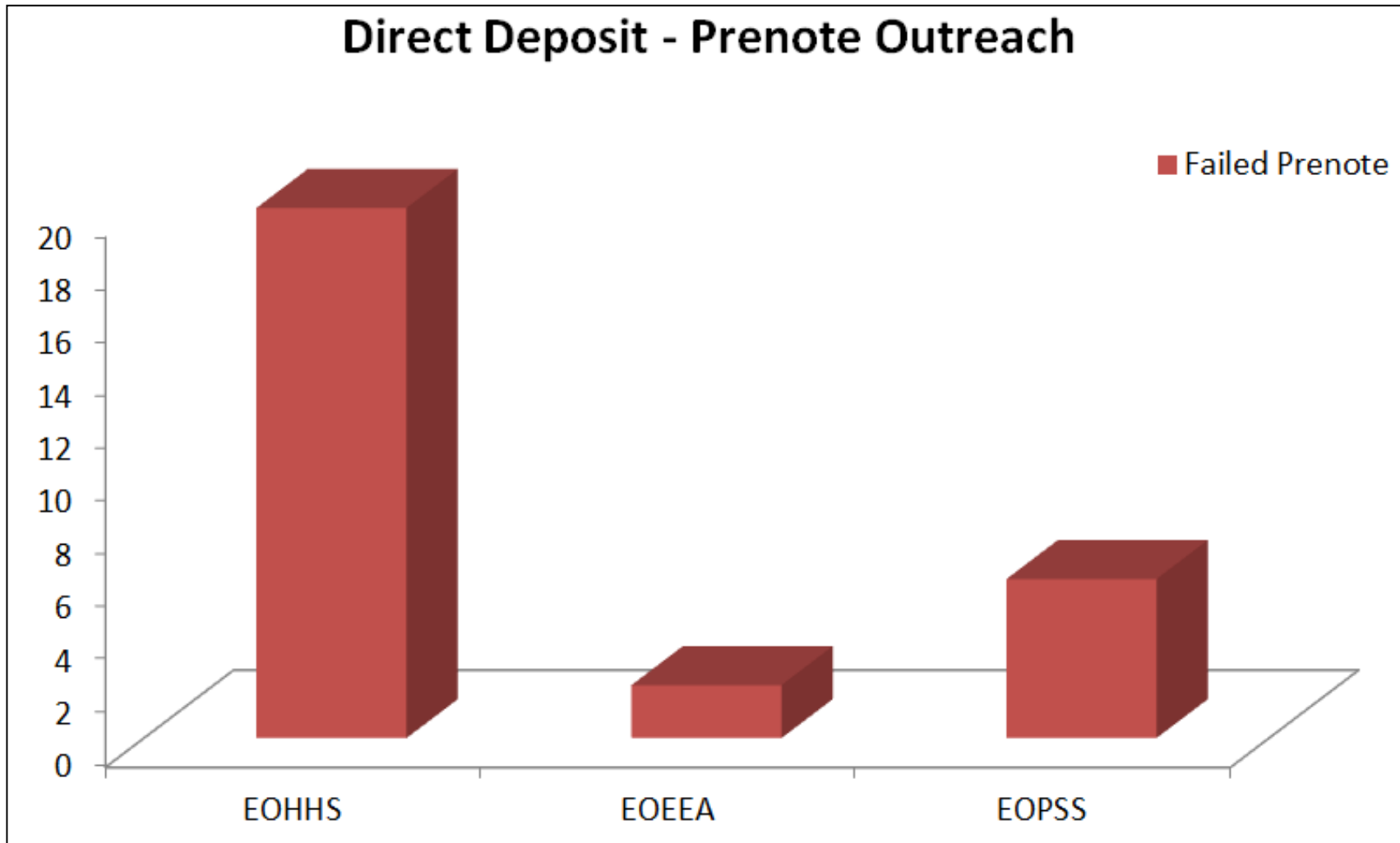
eServices Inquiries



Source: ESC Footprints data from 5/28/2017 – 6/24/2017.



Direct Deposit-Prenote Outreach



Source: ESC data 5/28/2017 – 6/24/2017.



Case Resolution Time

SLA Metric	Target	Current Period 5/28/2017 – 6/24/2017	Previous Period 4/30/2017 – 5/27/2017	Previous Year June 2016
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	99.88%	99.68%	98.18%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	90.0% within 1 Day and 94.3% within 3 Days	94.7% within 1 Day and 97.3% within 3 Days	94.5% within 1 Day 97.4% within 3 Days

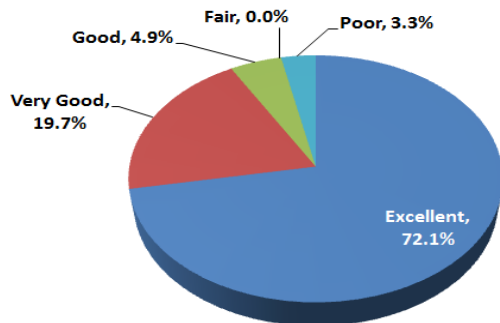
Source: ESC Footprints data from 5/28/2017 – 6/24/2017.



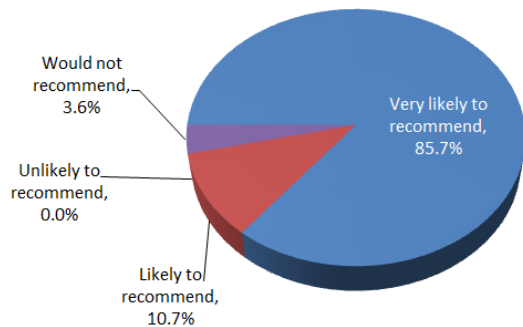
Customer Satisfaction Survey Results

SLA Metric	Target	Current Period 5/28/2017 – 6/24/2017	Previous Period 4/30/2017 – 5/27/2017	June 2016
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	96.7% rated good to excellent (1.146% response rate)	93.7% rated good to excellent (1.135% response rate)	94% rated good to excellent (1.385% response rate)

How would you rate the quality of service you received from the Employee Service Center?



How likely would you be to recommend the Employee Service Center to a colleague?



Selected Monthly Comments:

- “Great job... good team”
- “The people are great.”
- “The representative was friendly, courteous and professional. Resolved my issue and answered a few other questions very quickly.”
- “Susan was very helpful. As I mentioned to her it was worth the wait. Apparently there were several callers so I waited a while.”

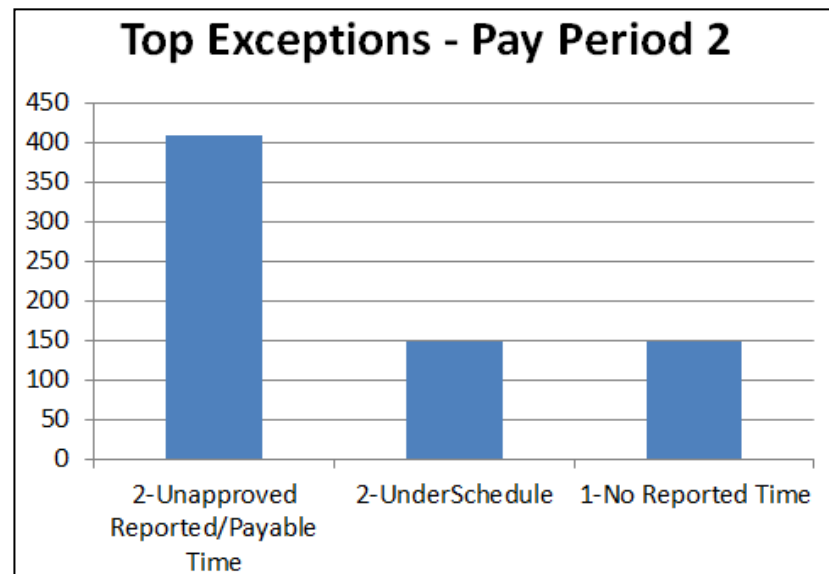
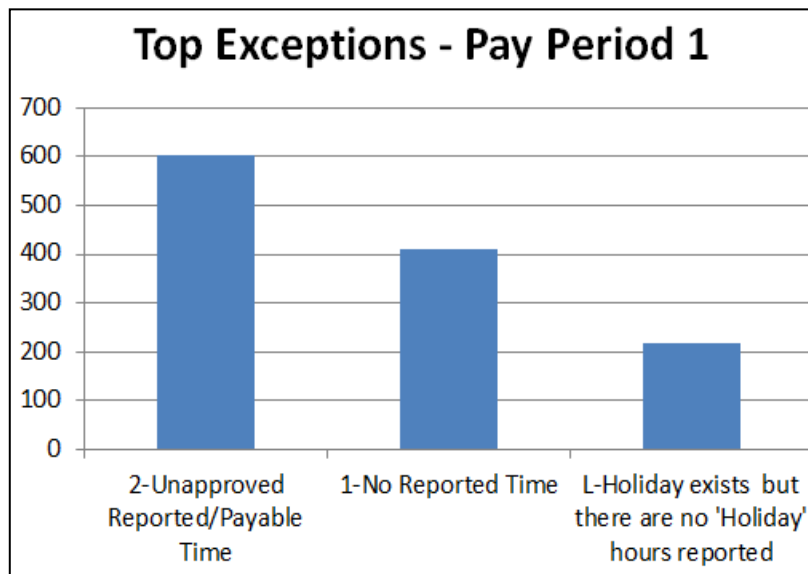
Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 5/28/2017 – 6/24/2017.

The Commonwealth of Massachusetts



Outbound Contact Percentages

SLA Metric	Target	Current Period 5/28/2017 – 6/24/2017	Previous Period 4/30/2017 – 5/27/2017
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	66.00%	71.85%

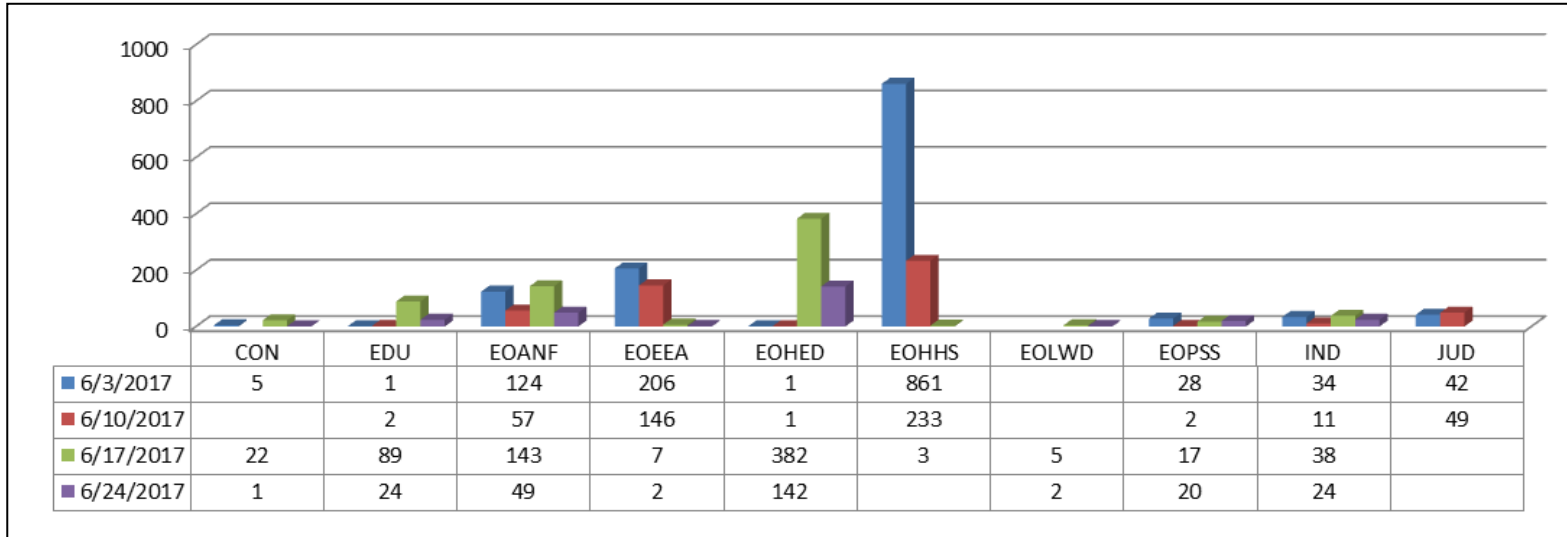


Source: ESC data from 5/28/2017 – 6/24/2017.

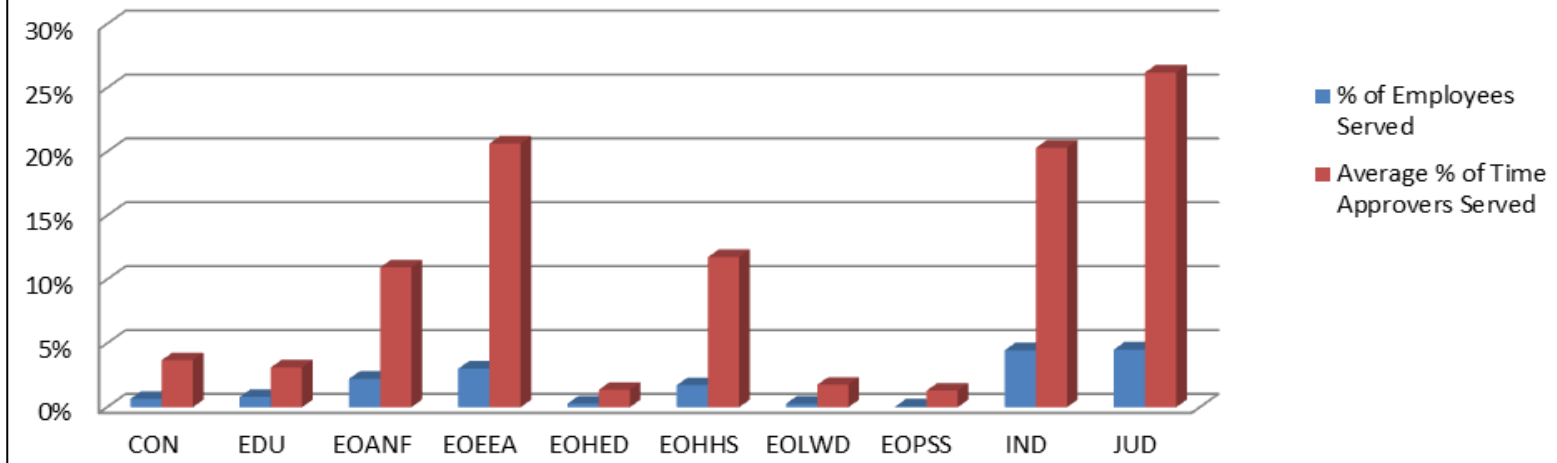
Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies continue to represent the largest volume of outbound calls from the ESC.



Average weekly calls as a % of Employees Served



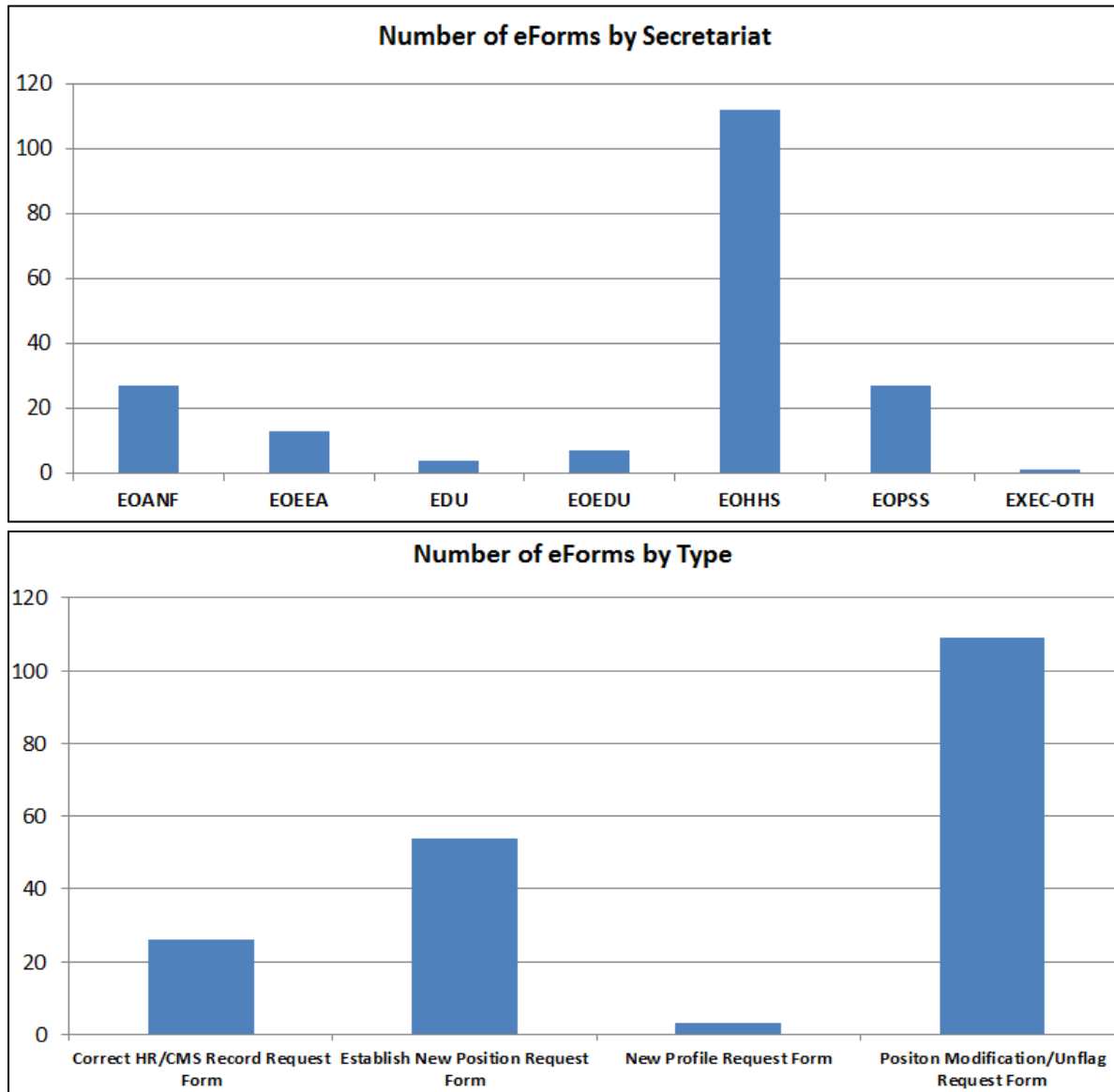
Source: ESC Exception Management System data 5/28/2017 – 6/24/2017.

Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

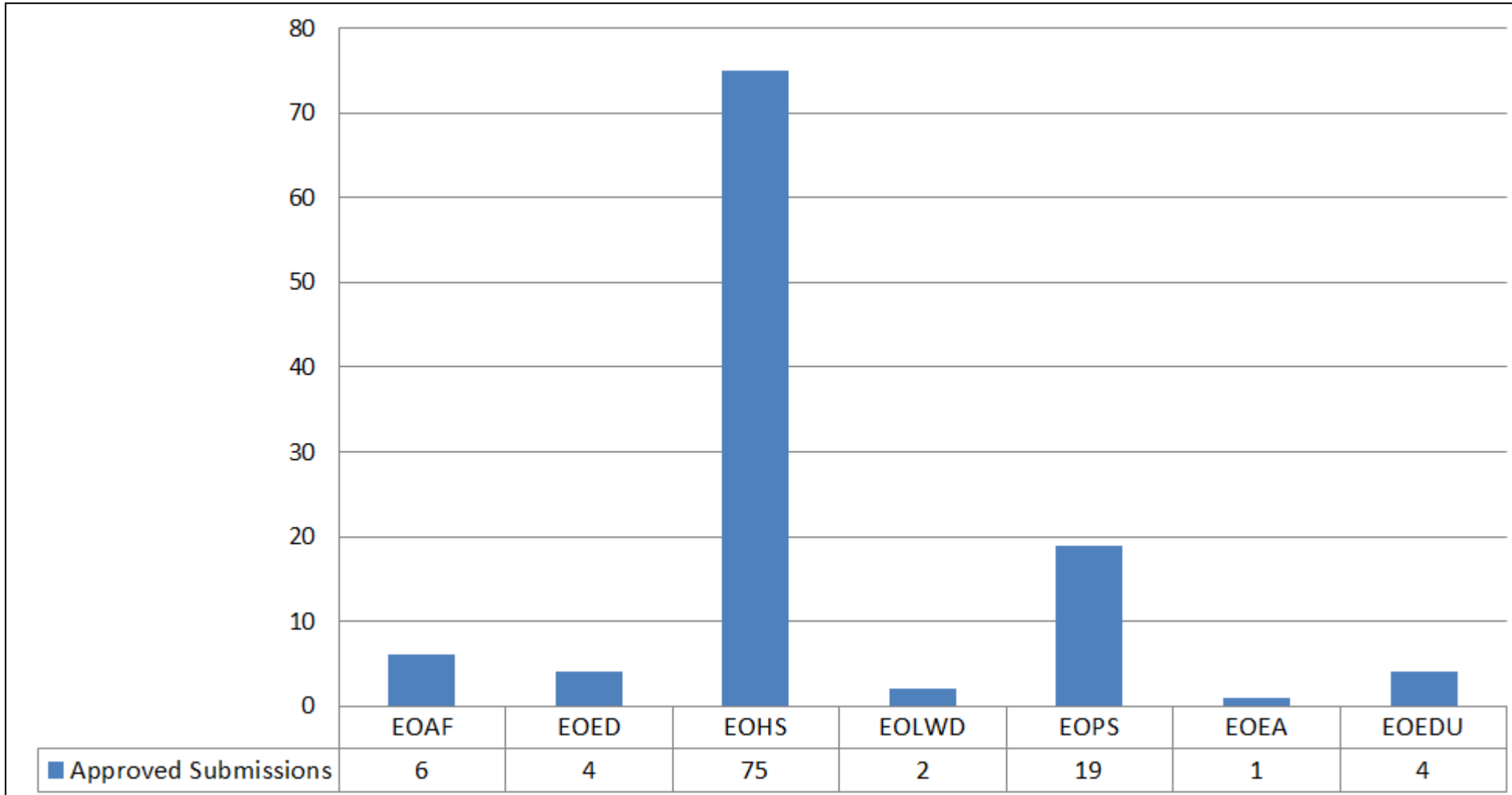


Position Management

Total number of eForms processed by ESC: 192



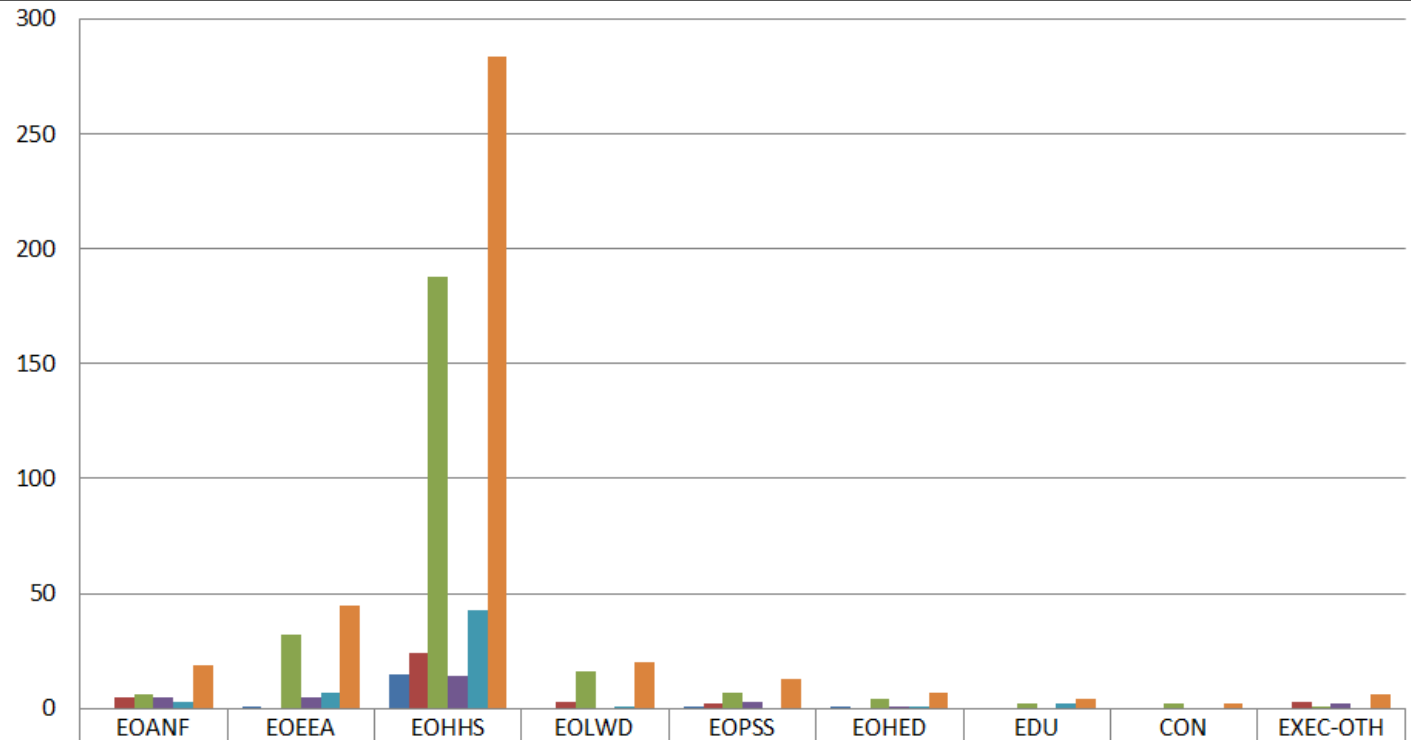
Tuition Remission Submissions per Secretariat



Source: OnBase - Hyland Unity Client Reporting data from 5/28/2017 – 6/24/2017.



MassCareers Top 5 Most Frequent Classifications by Secretariat

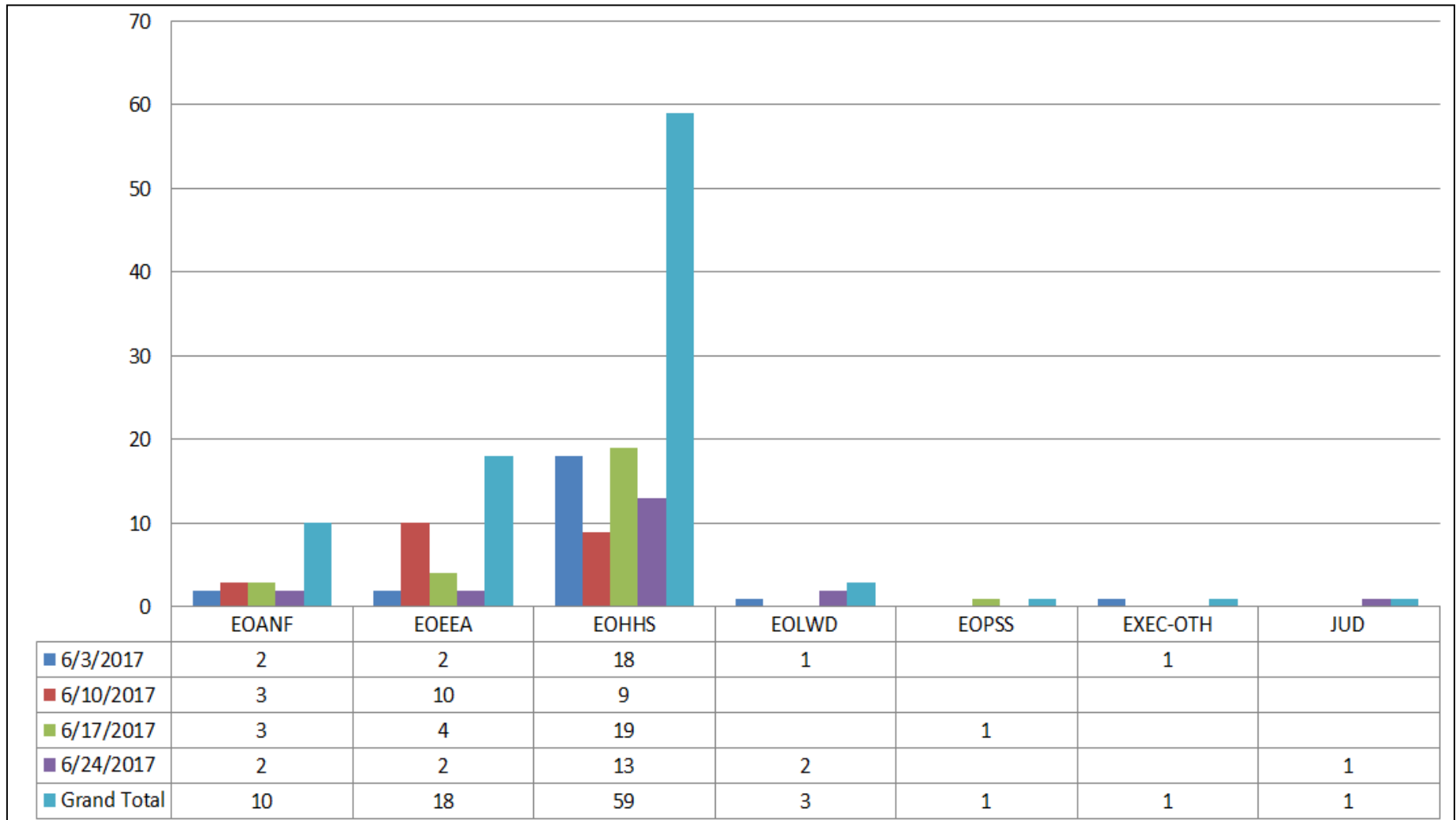


	EOANF	EOEEA	EOHHS	EOLWD	EOPSS	EOHED	EDU	CON	EXEC-OTH
Employee Career Section Navigation and Training		1	15		1	1			
Onboarding Navigation and Training	5		24	3	2				3
Password Reset	6	32	188	16	7	4	2	2	1
Requisition Inquiries	5	5	14		3	1			2
Security & Data Setup	3	7	43	1		1	2		
Grand Total	19	45	284	20	13	7	4	2	6

Source: ESC Footprints data from 5/28/2017 – 6/24/2017.



Tickets Forwarded to Agency HR/Payroll



Source: ESC Footprints data from 5/28/2017 – 6/24/2017.



Review Schedule Service Charter Scorecard

Service Month*		
Start Date	End Date	Report Available
10/30/2016	11/26/2016	12/14/2016
11/27/2016	12/24/2016	1/11/2017
12/25/2016	2/4/2017	2/15/2017
2/5/2017	3/4/2017	3/15/2017
3/5/2017	4/1/2017	4/12/2017
4/2/2017	4/29/2017	5/10/2017
4/30/2017	5/27/2017	6/7/2017
5/28/2017	6/24/2017	7/5/2017
6/25/2017	8/5/2017	7/16/2017
8/6/2017	9/2/2017	9/20/2017
9/3/2017	9/30/2017	10/18/2017
10/1/2017	10/28/2017	11/15/2017

***Note:** “Service Month” reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.



Appendix: Agencies Served

Agencies Served	Employees	Agencies Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	17	DOI-Division Of Insurance	141	MCB-Mass Commission For The Blind	141
AGR-Department Of Agricultural Resources	106	DOR-Department Of Revenue	1549	MCD-Commission For The Deaf And Hard Of Hearing	52
ALA-Administrative Law Appeals Division	31	DOS-Division Of Standards	17	MGC-Massachusetts Gaming Commission	86
ANF-Eo Administration & Finance	277	DPH-Department Of Public Health	3048	MIL-Massachusetts National Guard	10005
APC-Appeals Court	111	DPU-Department Of Public Utilities	158	MMP-Massachusetts Marketing Partnership	19
ART-Mass Cultural Council	31	DSS-Department Of Children And Families	4172	MRC-Mass Rehabilitation Commission	976
ATB-Appellate Tax Board	23	DYS-Department Of Youth Services	850	OCD-Dept Of Housing And Community	260
BLC-Board of Library Commissioners	22	EDU-Executive Office Of Education	84	OHA-Massachusetts Office On Disability	11
BSB-Bureau Of State Buildings	14	EEC-Department Of Early Education	197	ORI-Office For Refugees And Immigrants	20
CAD-Commission Against Discrimination	79	EED-Executive Office Of Housing & Economic Development	58	OSC-Office Of The Comptroller	142
CDA-Massachusetts Emergency Management Agency	92	EHS-Executive Office Of Health And Human Services	1819	OSD-Division Of Operational Services	101
CHE-Soldiers' Home In Massachusetts	330	ELD-Department Of Elder Affairs	60	PAR-Parole Board	162
CHS-Department Of Criminal Justice Information Systems	45	ENE-Department Of Energy Resources	64	POL-State Police	2522
CIT-Criminal Justice Training Council	555	ENV-Executive Office Of Energy And Environmental Affairs	317	REG-Division Of Professional Licensure	261
CME-Chief Medical Examiner	95	EOL-Executive Office Of Workforce Development	1117	RGT-Department Of Higher Education	62
CPC-Committee for Public Counsel Services	737	EPS-Executive Office Of Public Safety and Security	197	SCA-Office Of Consumer Affairs And Business Regulations	26
CSC-Civil Service Commission	6	EQE-Department Of Environmental Protection	684	SDA-Sheriffs Department Association	3
CSW-Commission On Status Of Women	2	FWE-Department Of Fish And Game	346	SEA-Department Of Business And Technology	11
DAC-Disabled Persons Protection Commission	35	GIC-Group Insurance Commission	53	SOR-Sex Offender Registry	49
DCP-Capital Asset Management And Maintenance	419	HCF-Health Care Finance & Policy	147	SRB-State Reclamation Board	171
DCR-Department Conservation And Recreation	2664	HLY-Soldiers' Home In Holyoke	335	TAC-Department Of Telecommunications	25
DFS-Department Of Fire Services	649	HPC-Health Policy Commission	83	TRB-Teachers Retirement Board	96
DMH-Department Of Mental Health	3542	HRD-Human Resources Division	129	TRE-Office Of The State Treasurer	261
DMR-Health and Human Services	6525	ITD-Information Technology Division	497	VET-Department Of Veterans Service	66
DOB-Division Of Banks	168	LIB-George Fingold Library	11	VVA-Victim And Witness Assistance	19
DOC-Department Of Corrections	4700	LOT-Lottery And Gaming Commission	403	WEL-Department Of Transitional Assistance	1661
DOE-Department Of Elementary & Secondary Education	470	Grand Total:			55489



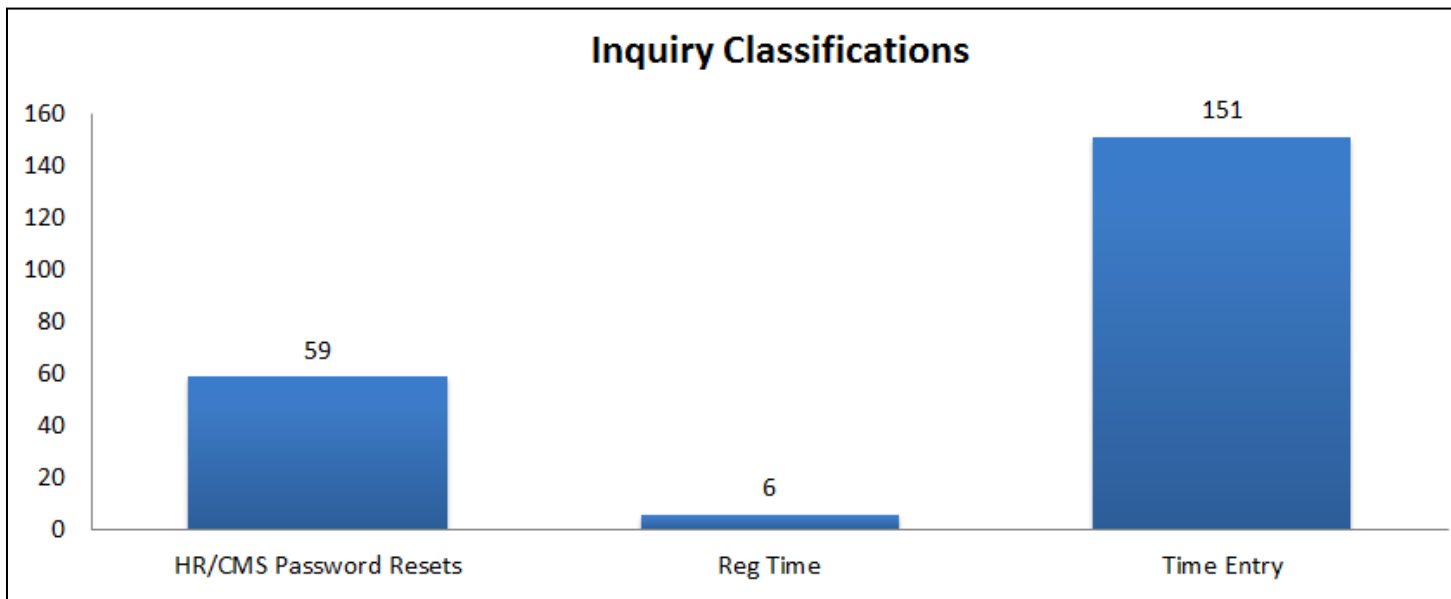
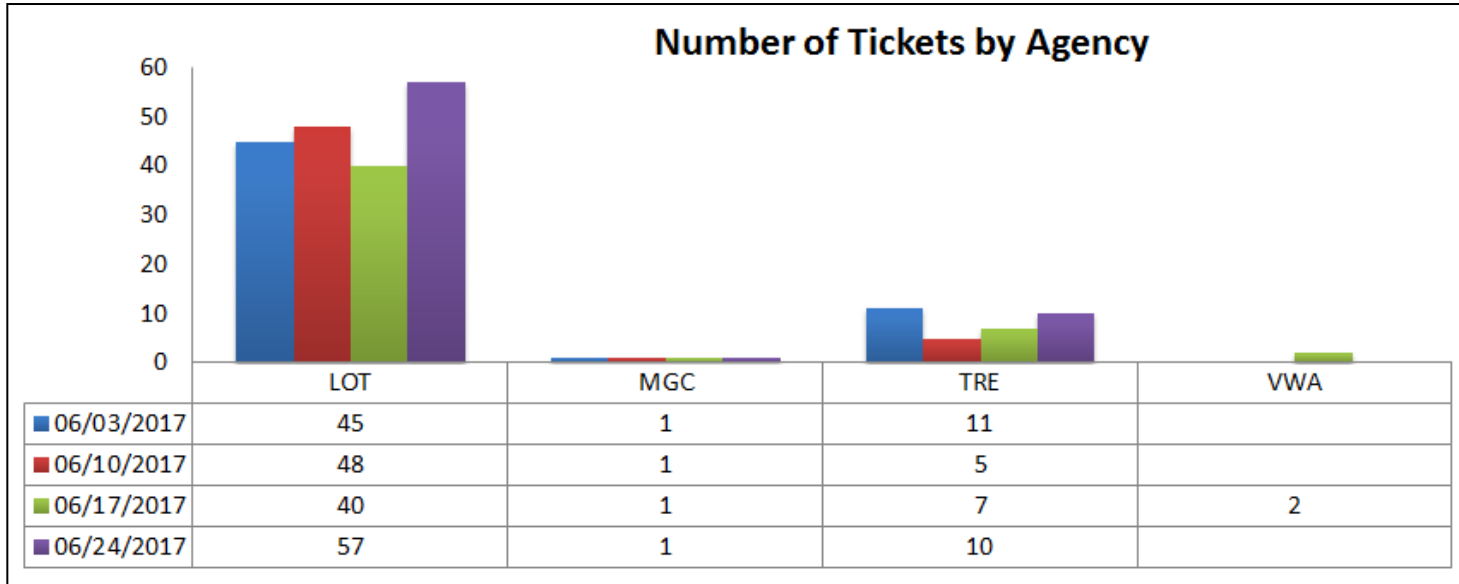
Appendix: Inquiries by Agency

- Note: No inquiries were received for this service month from:

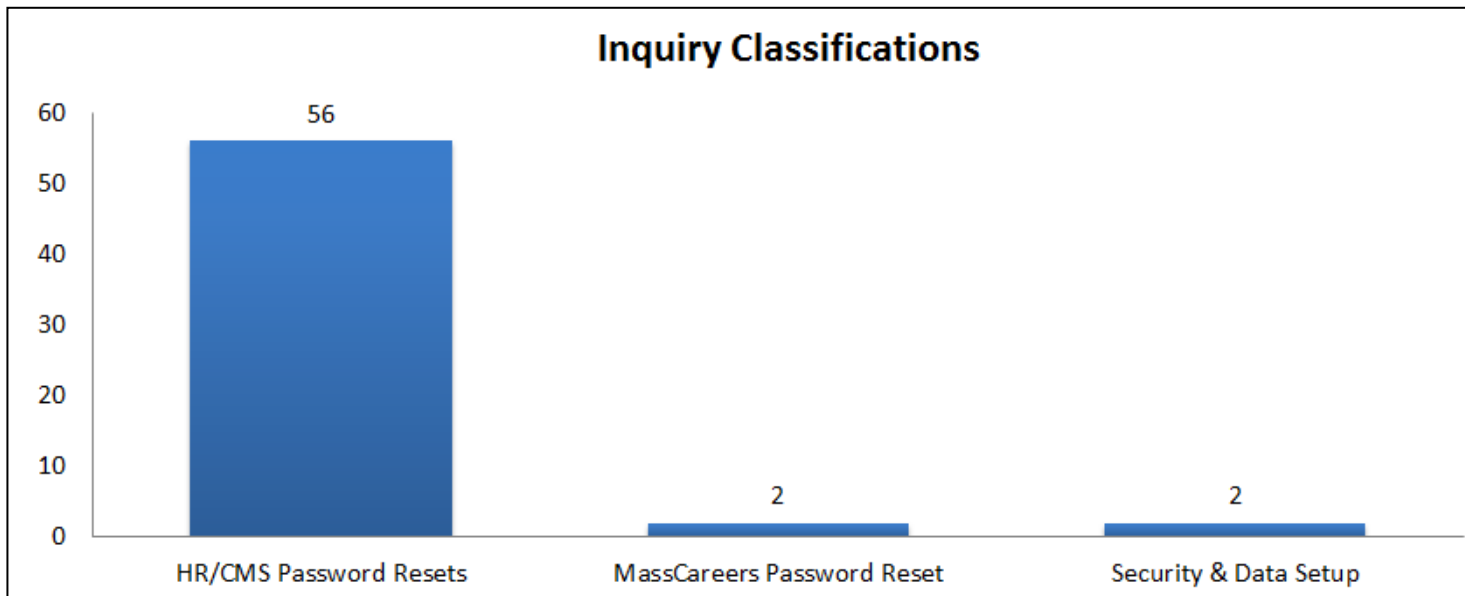
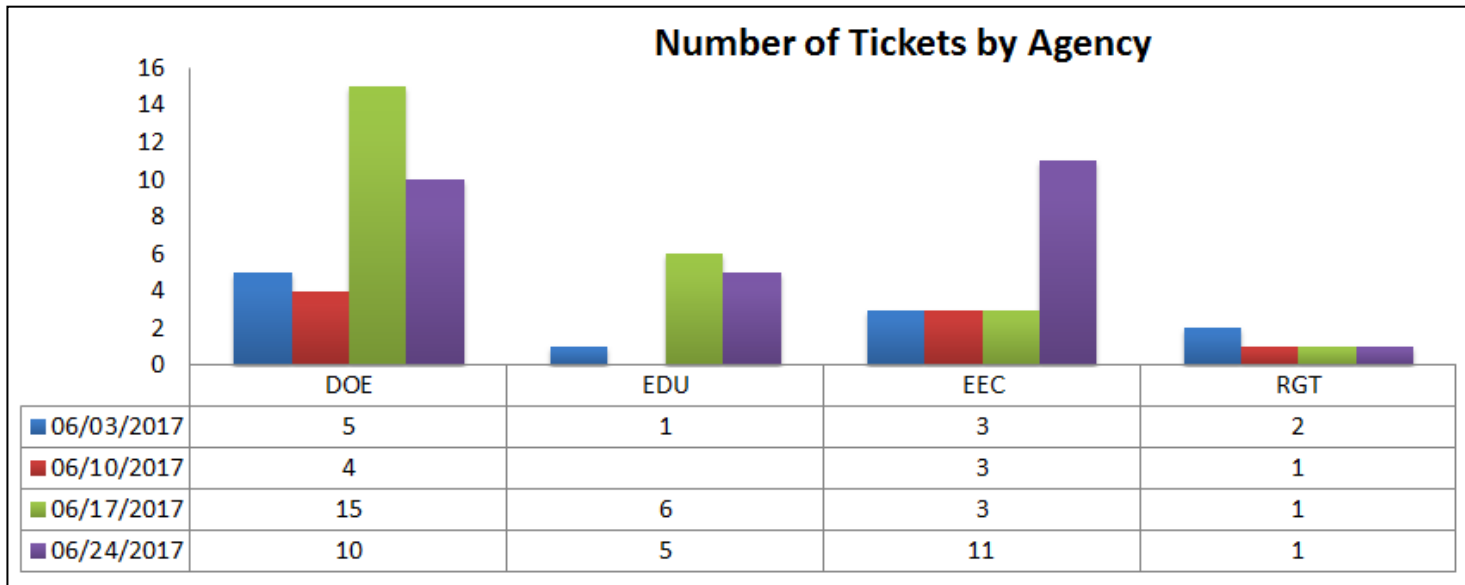
**CSW - Commission On
Status Of Women**

**SDA - Sheriffs Department
Association**

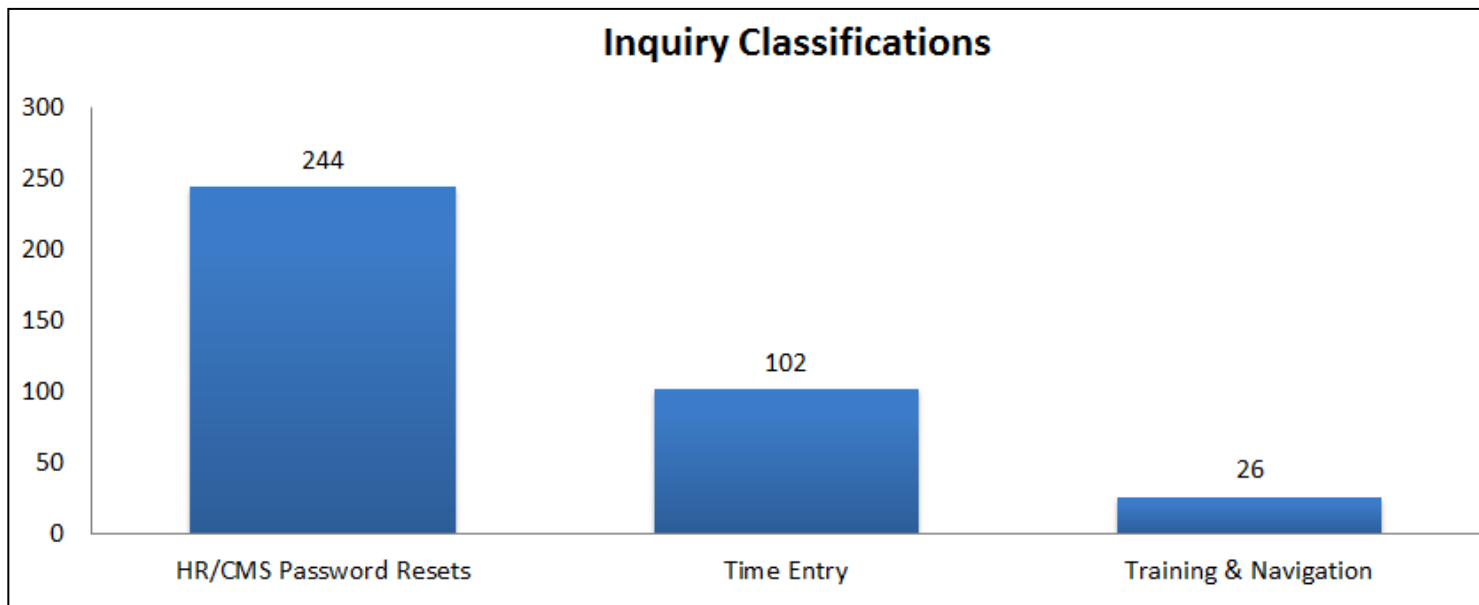
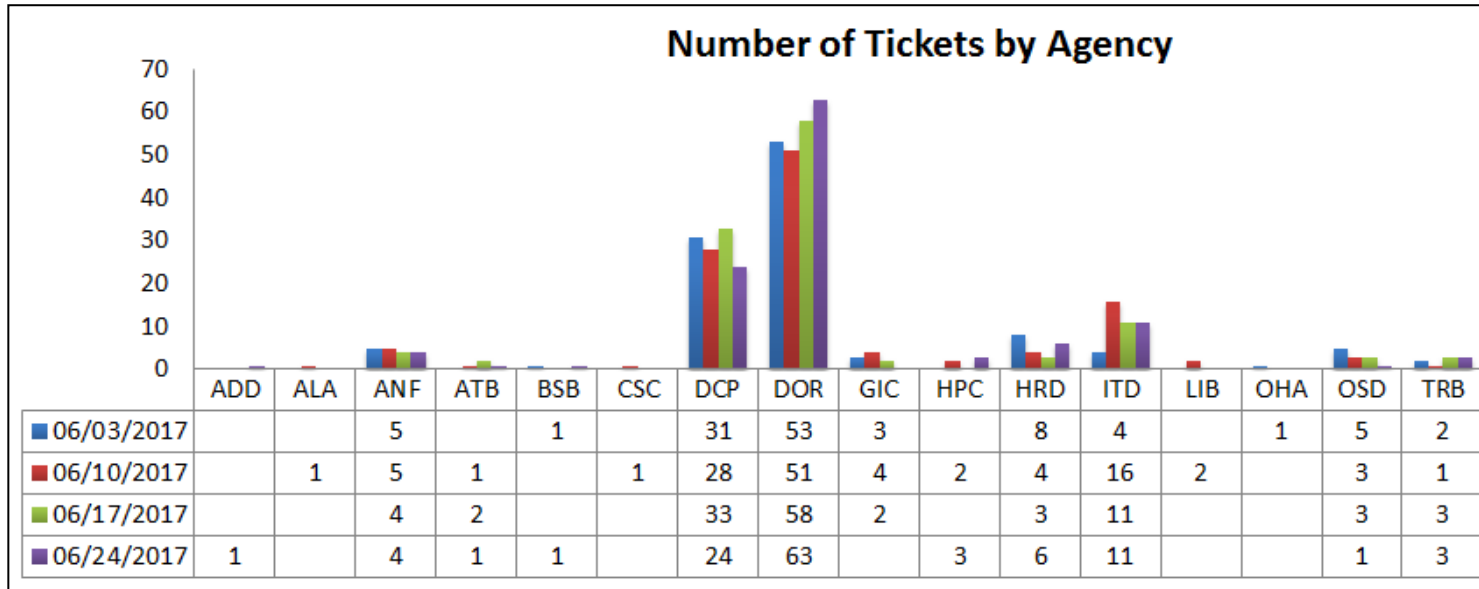
CON Agencies



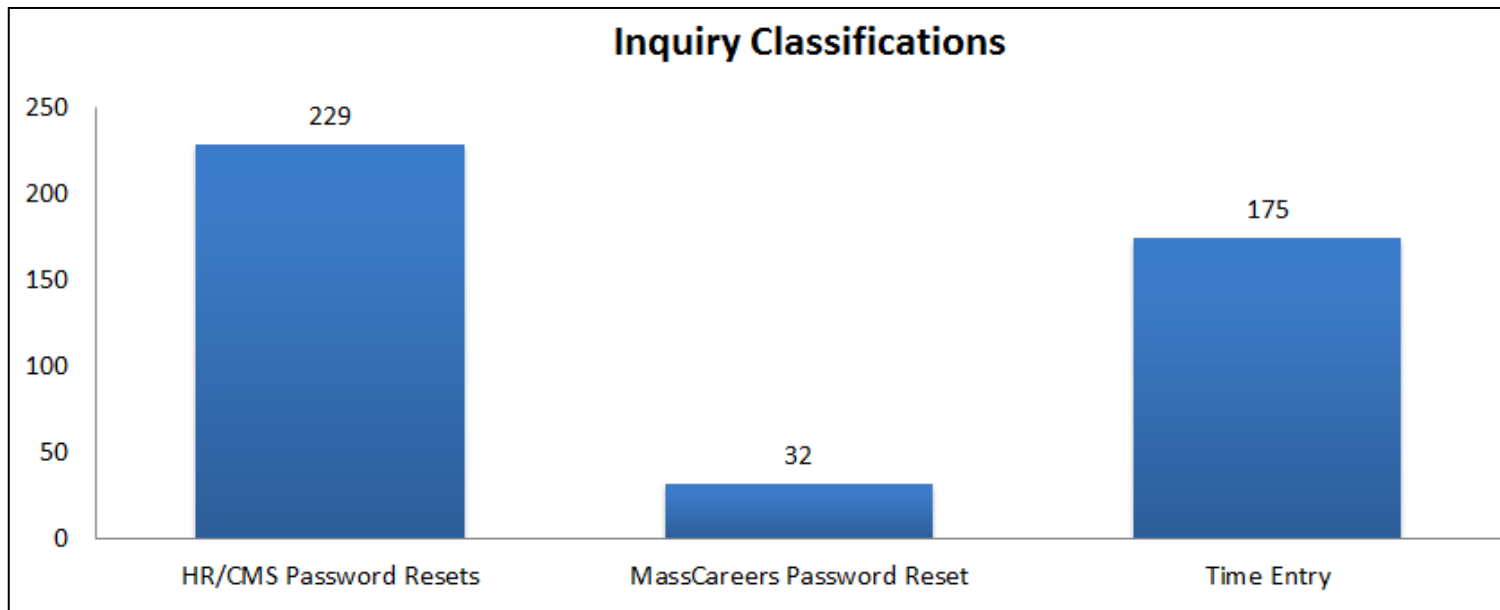
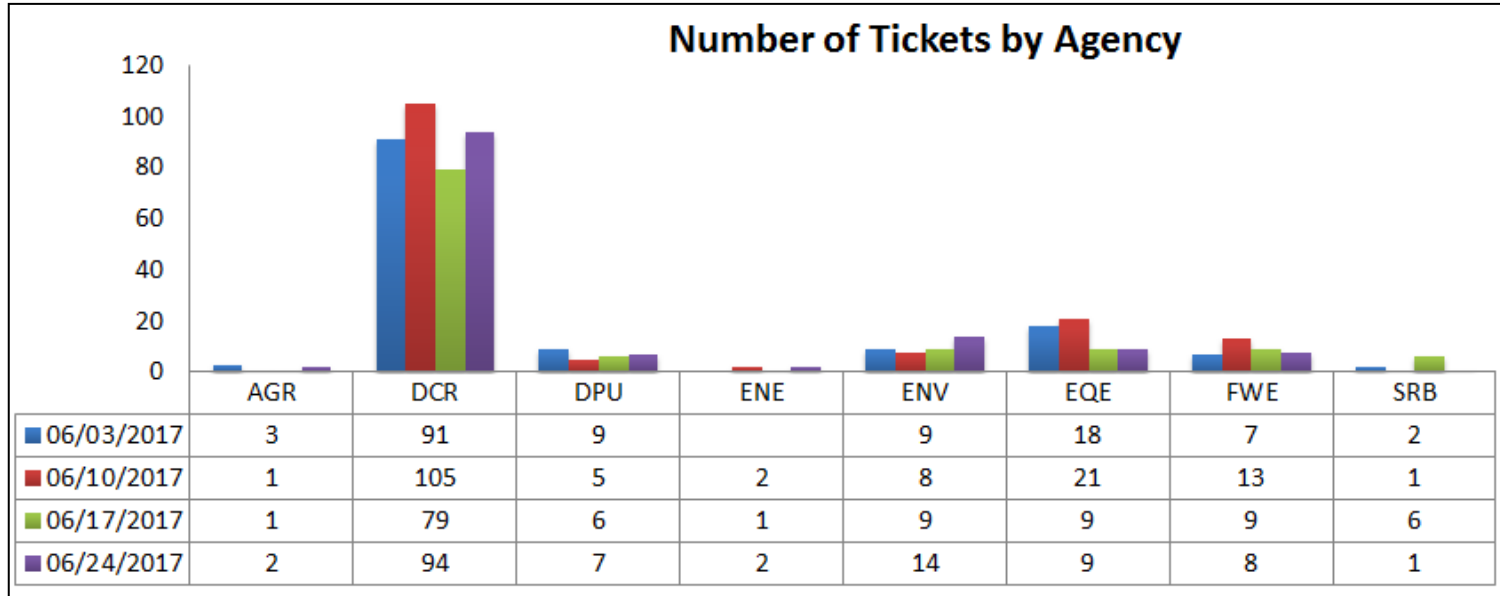
EDU Secretariat Agencies



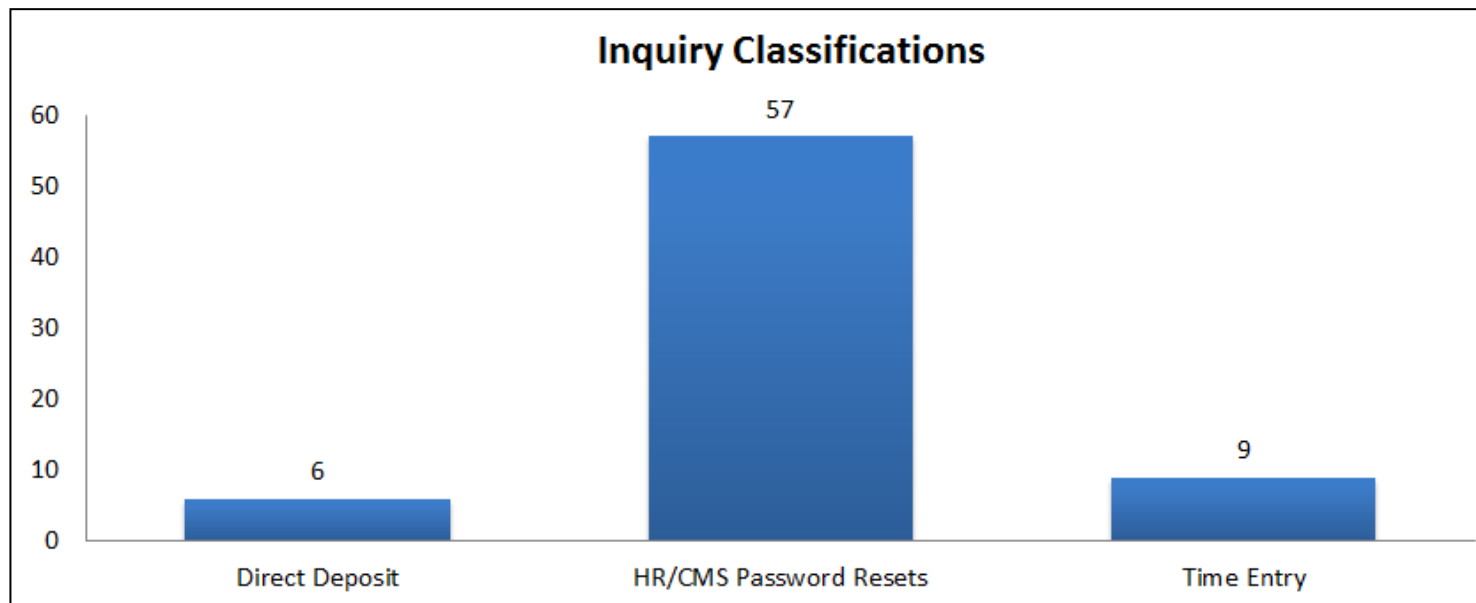
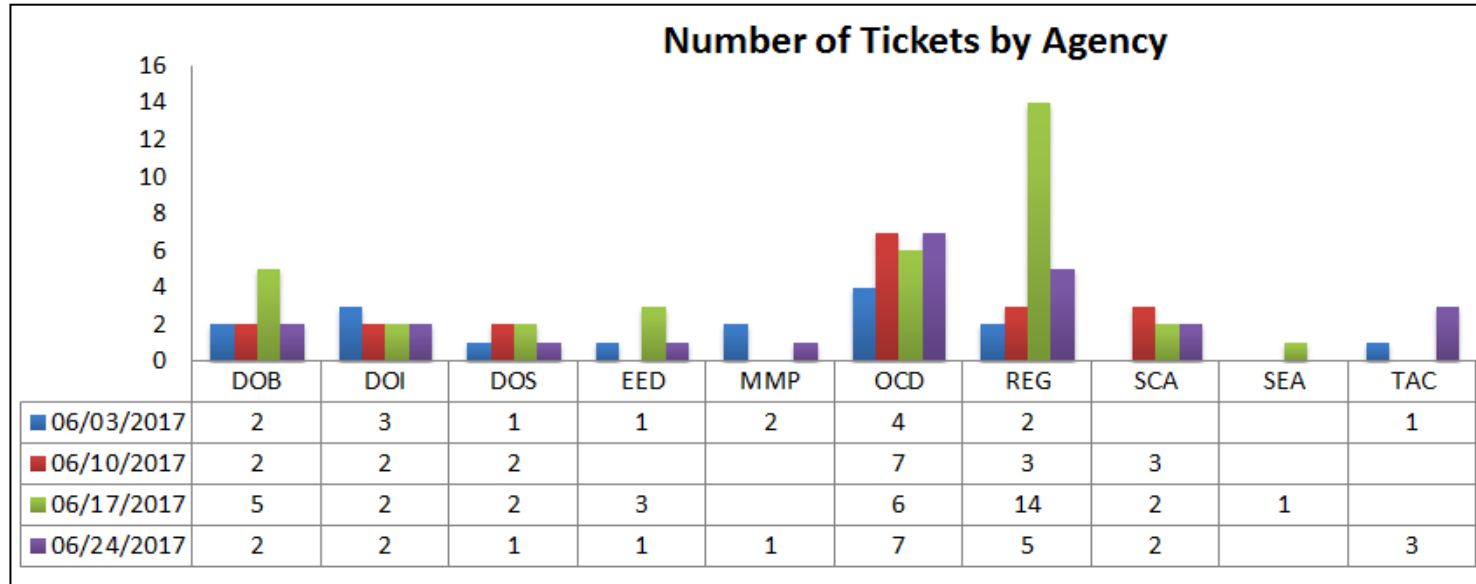
EOANF Secretariat Agencies



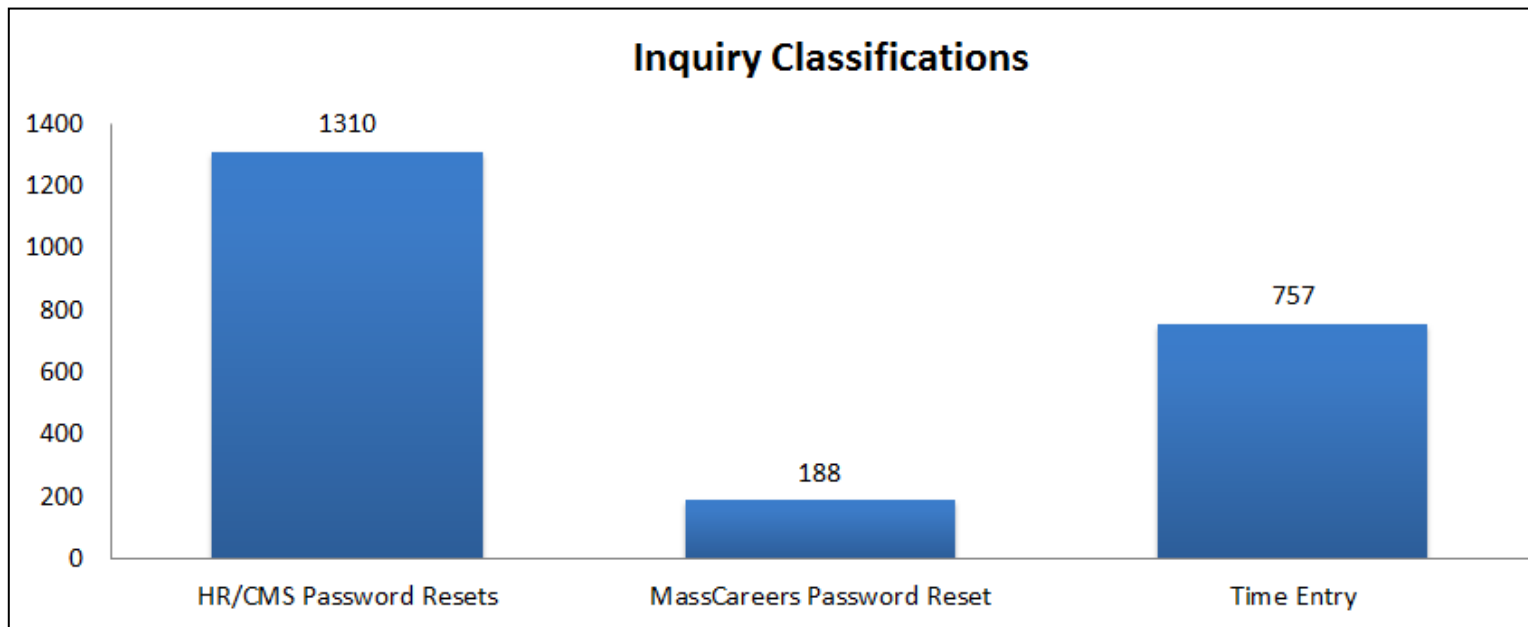
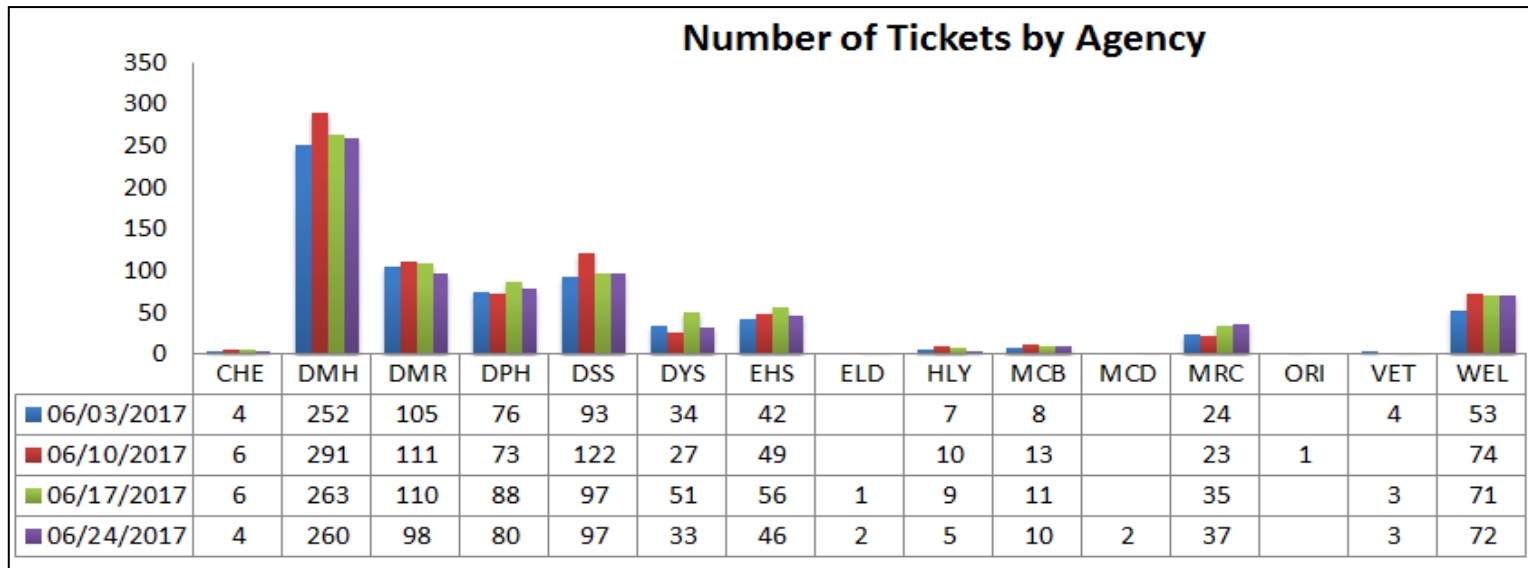
EOEEA Secretariat Agencies

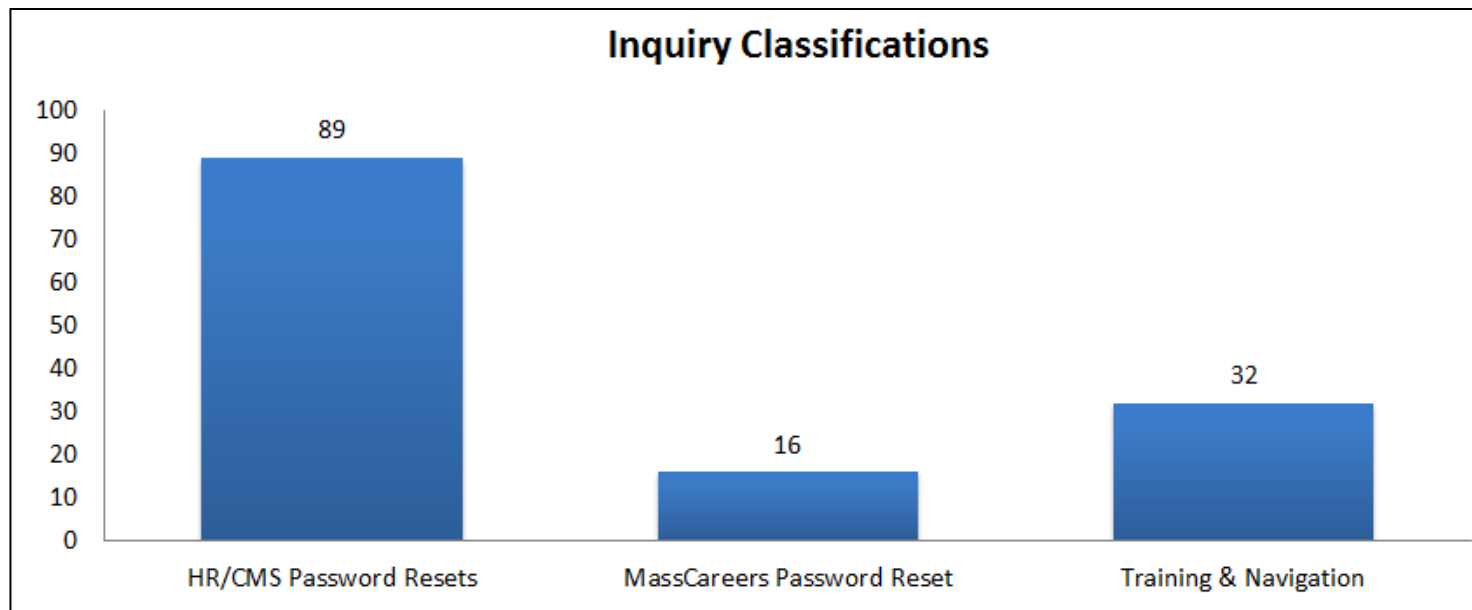
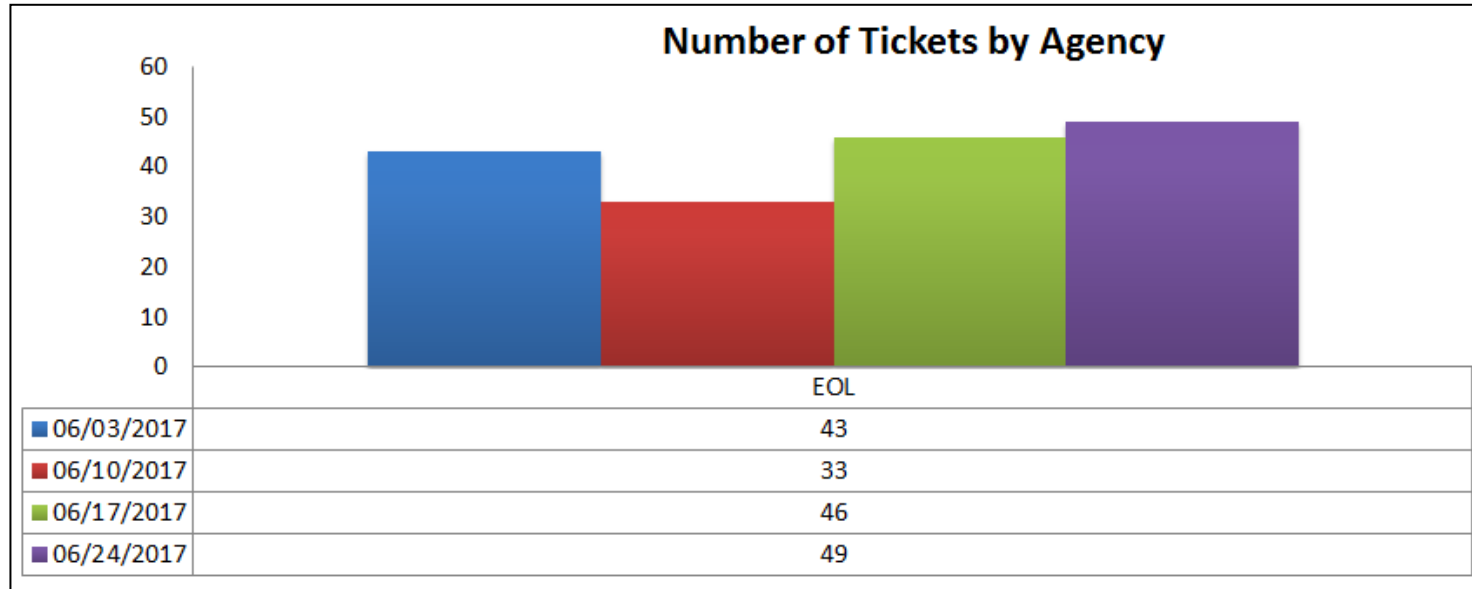


EOHED Secretariat Agencies

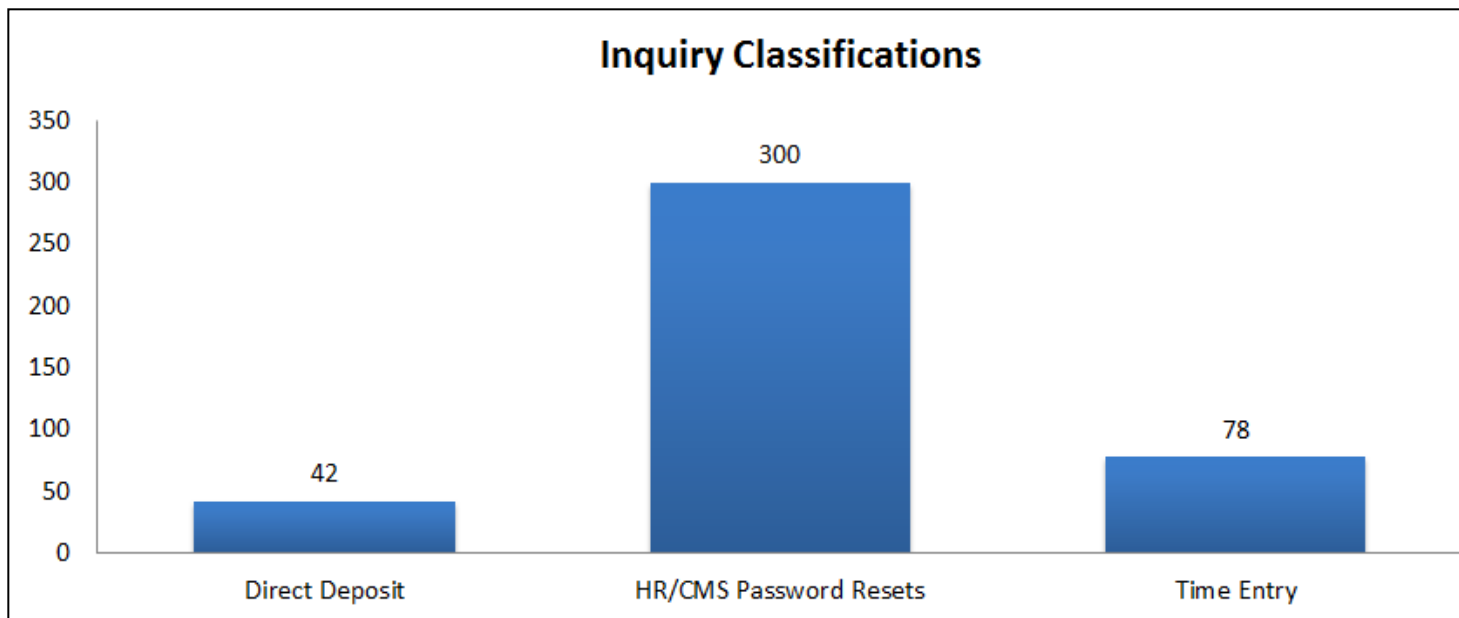
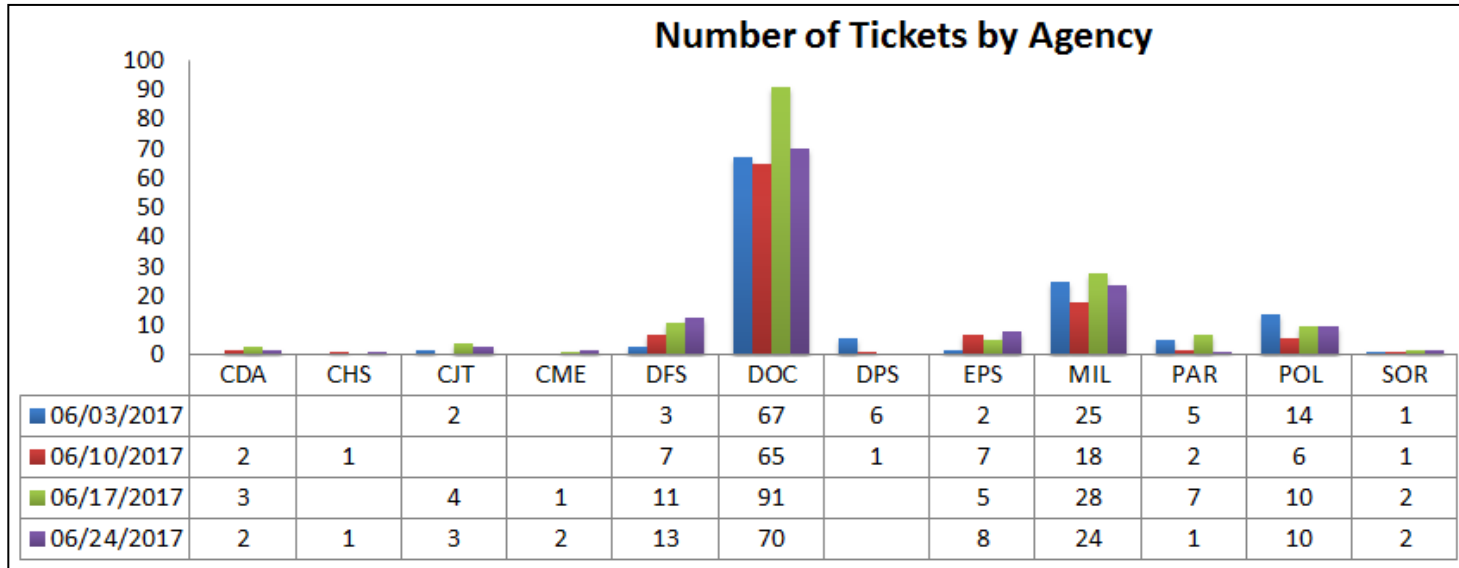


EOHHS Secretariat Agencies

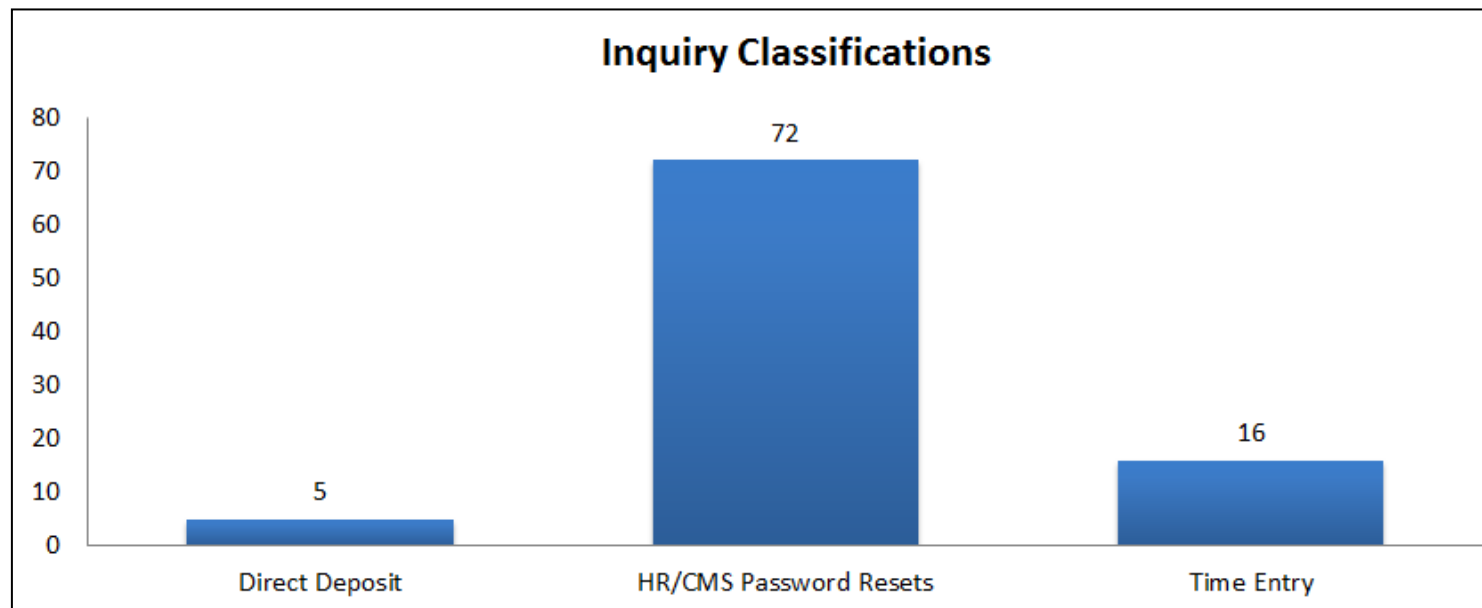
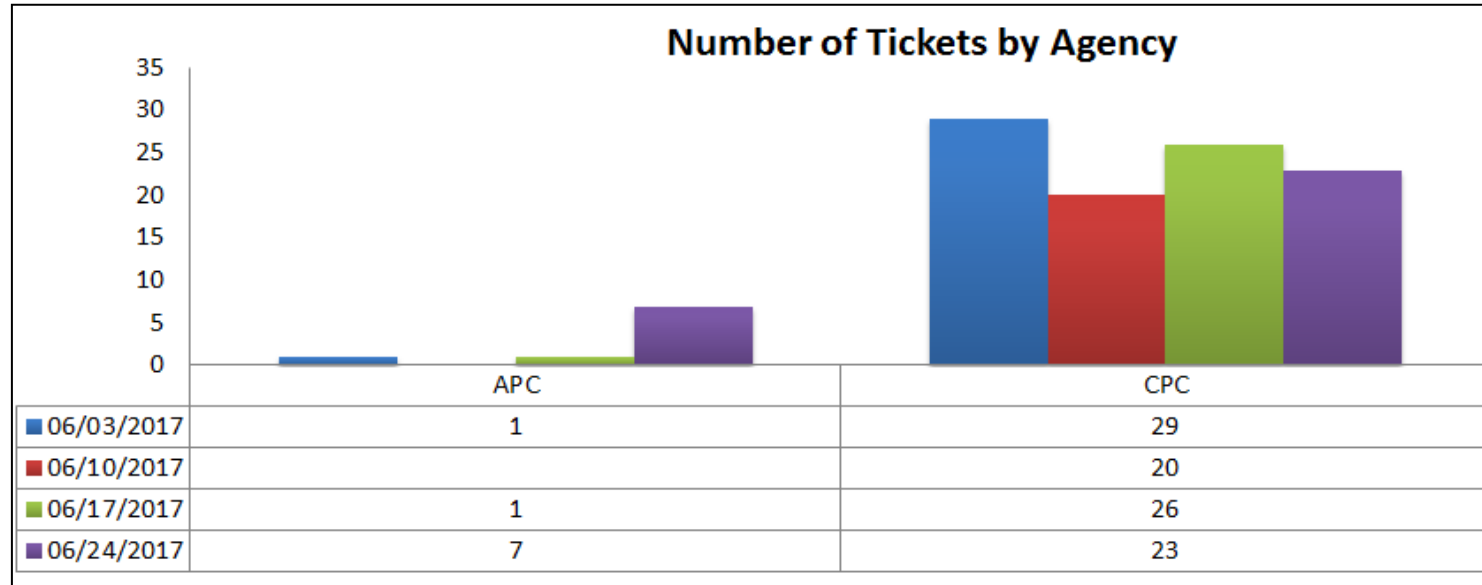




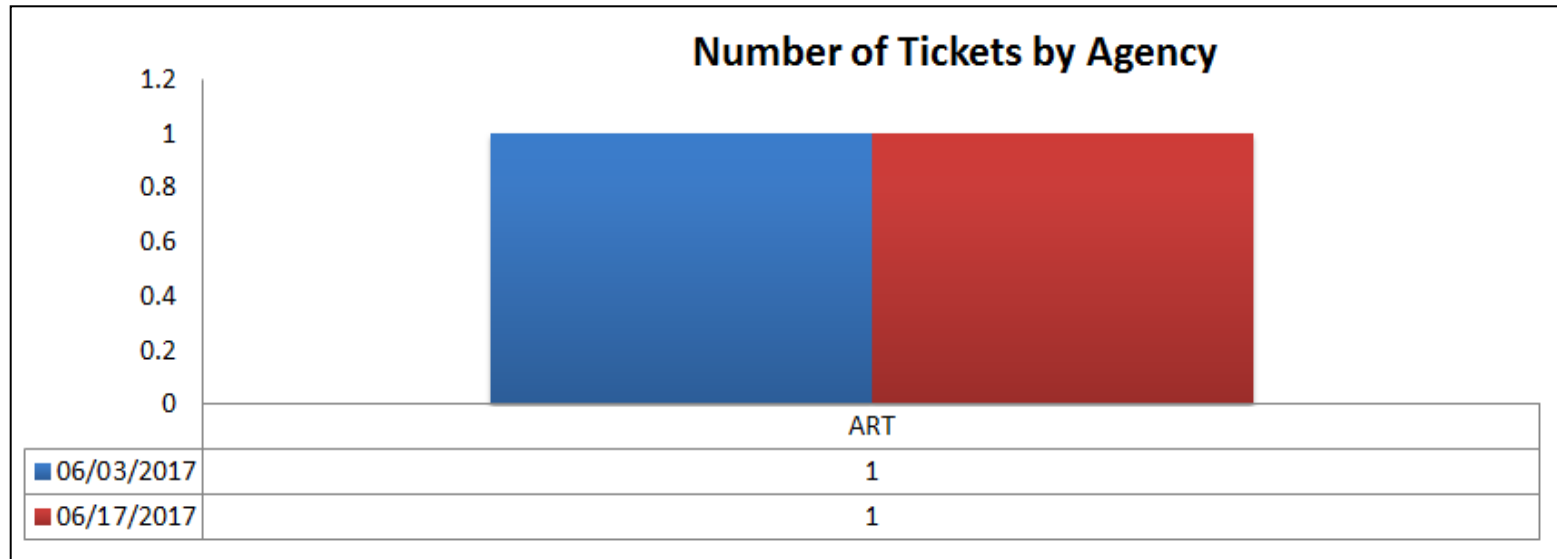
EOPSS Secretariat Agencies



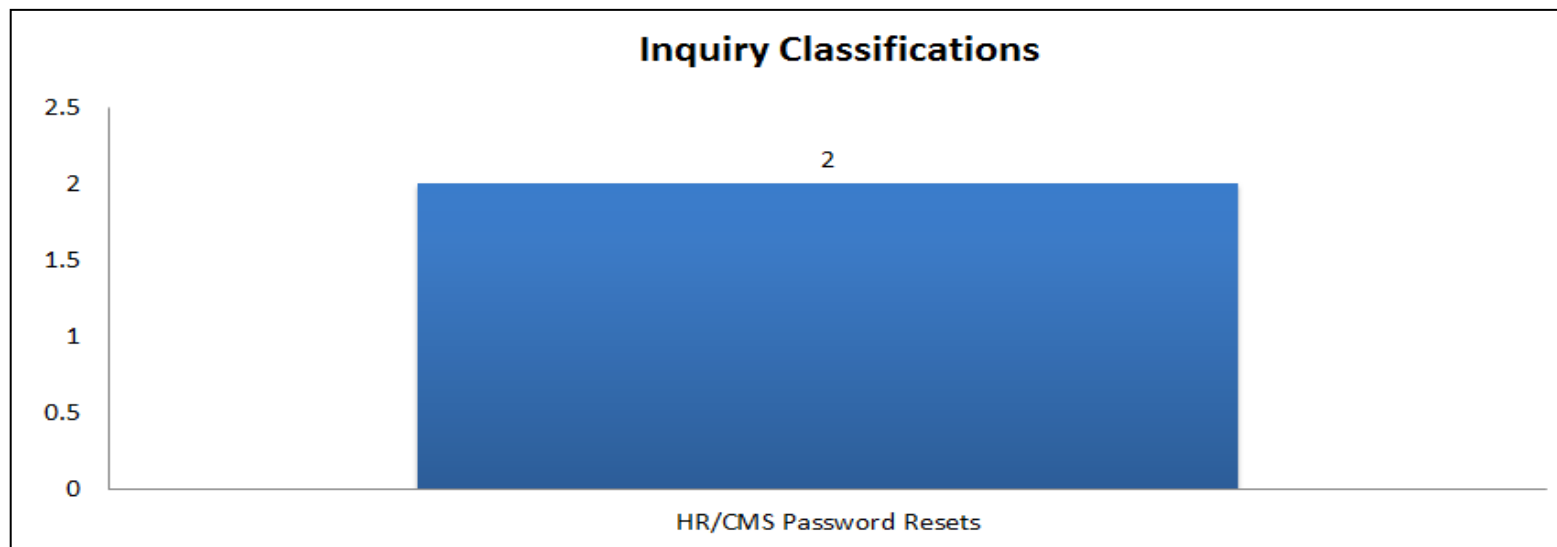
JUD Agencies



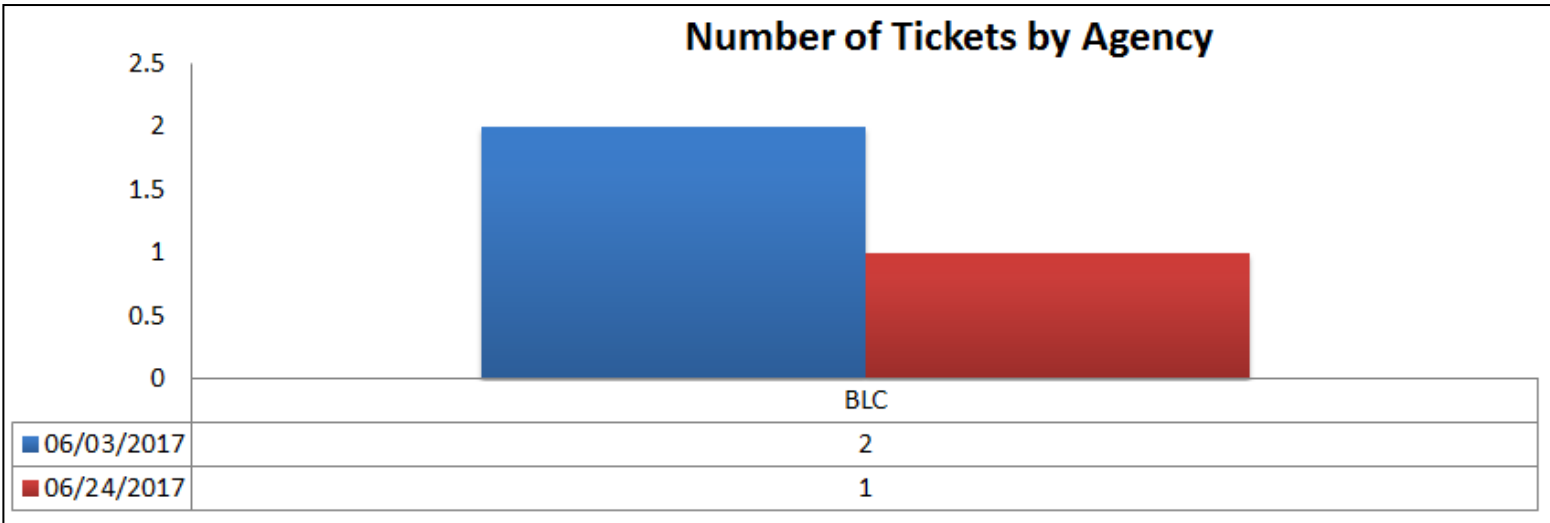
ART Tickets and Classification



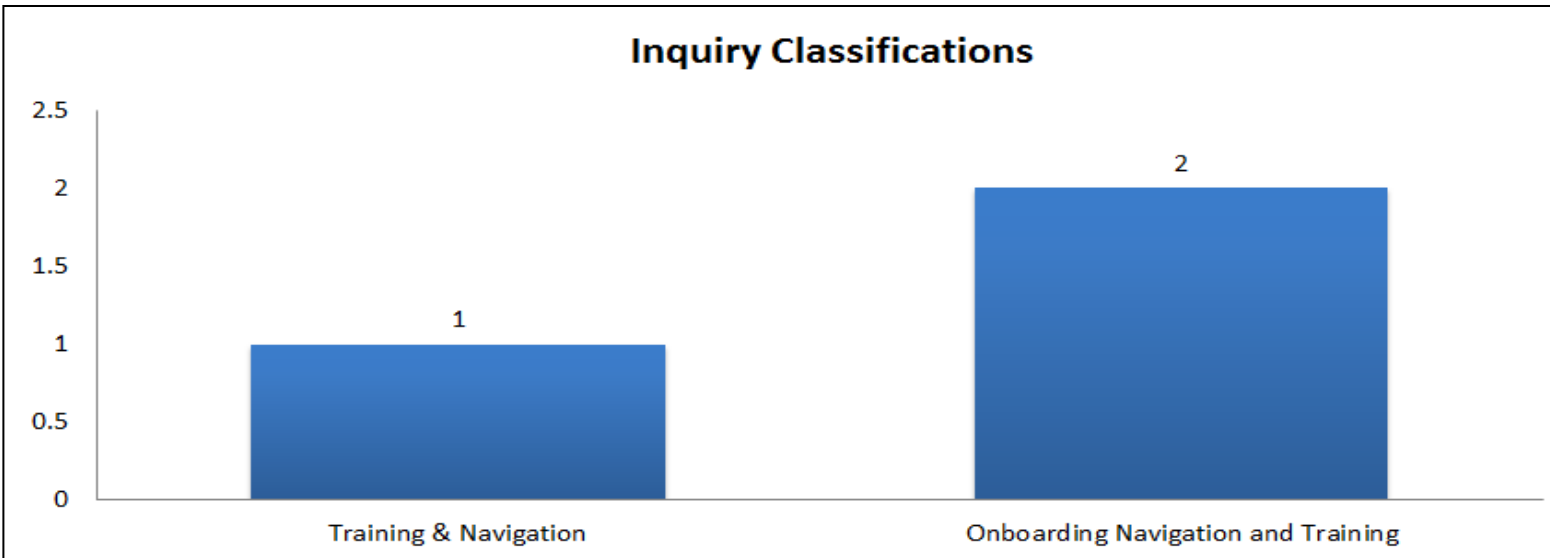
There were no requests the weeks of 6/10 & 6/24.



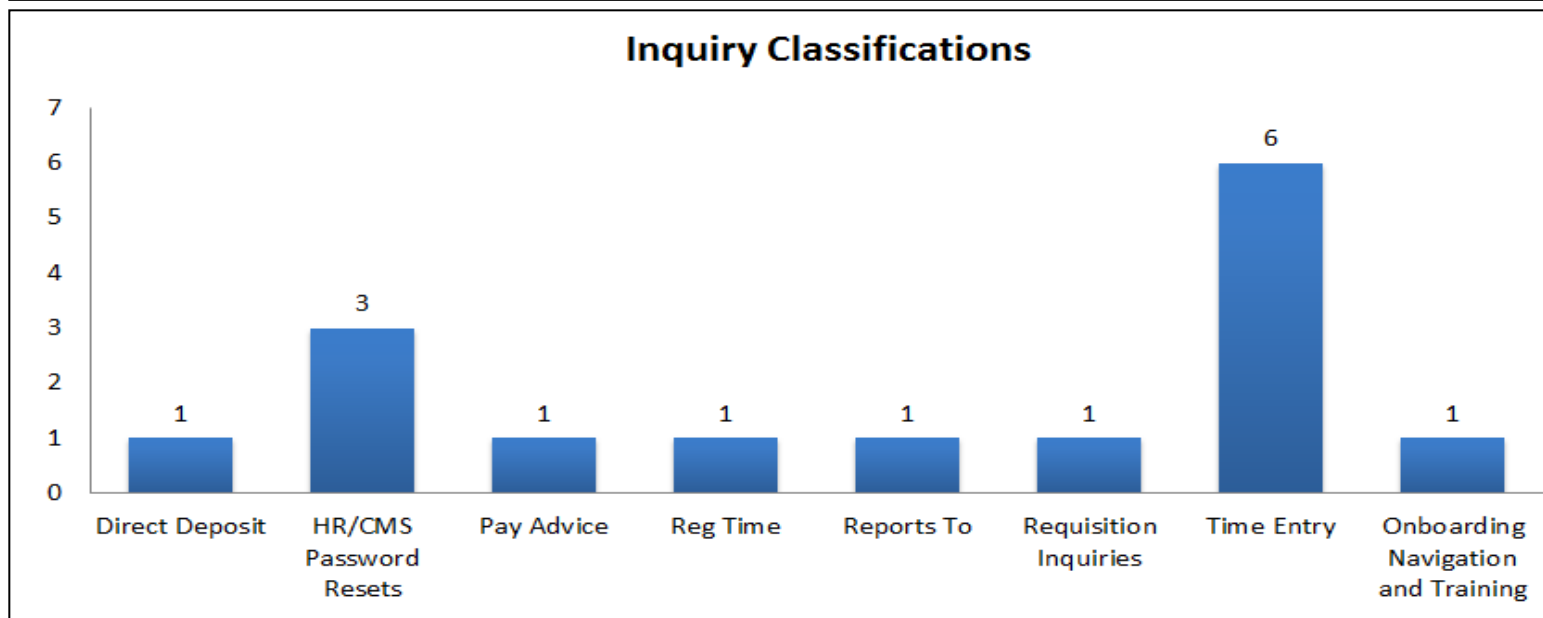
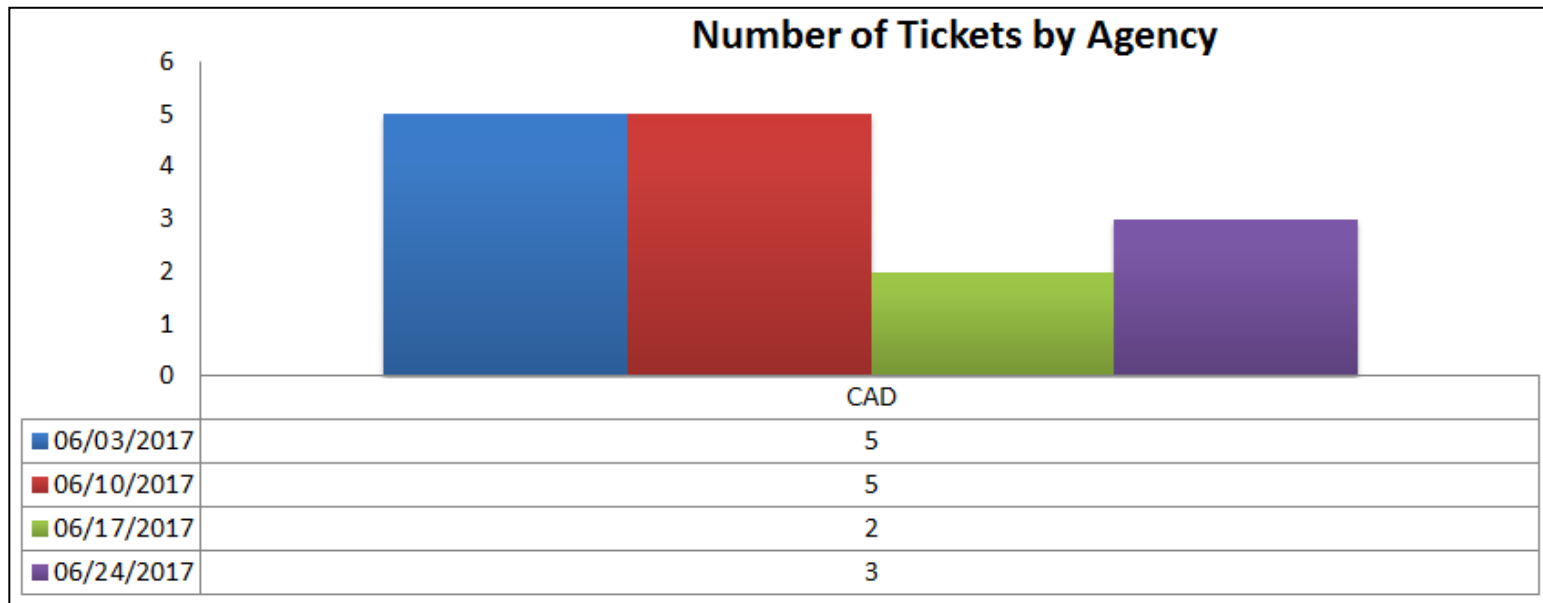
BLC Tickets and Classification



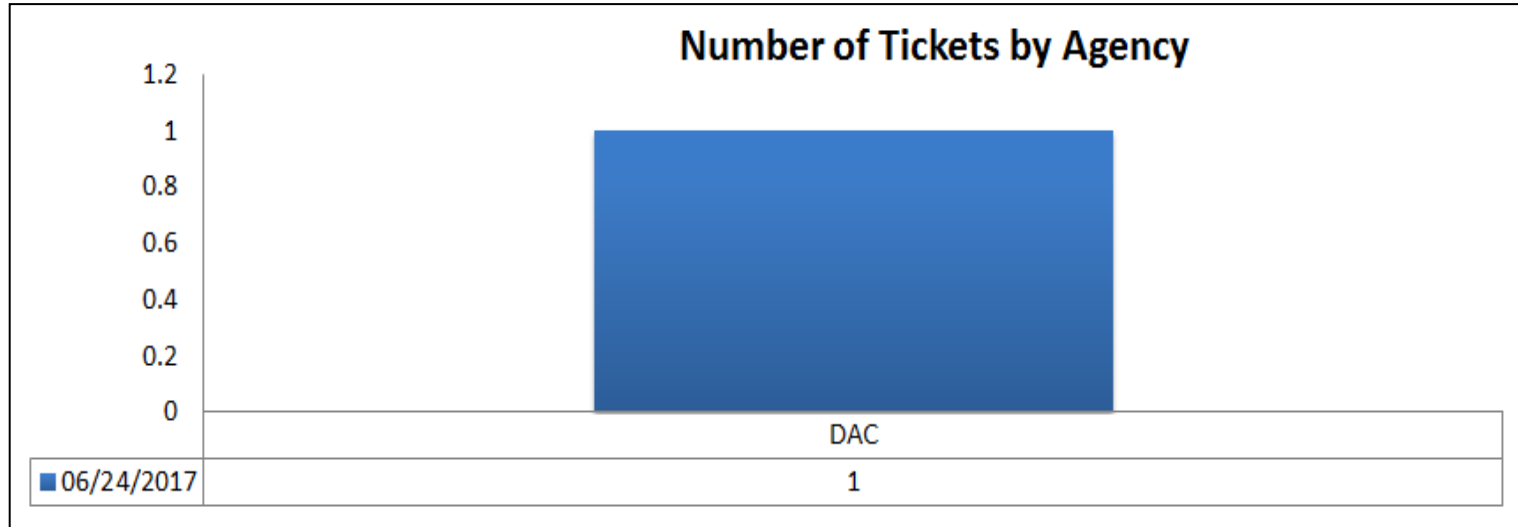
There were no requests the week of 6/10 & 6/17.



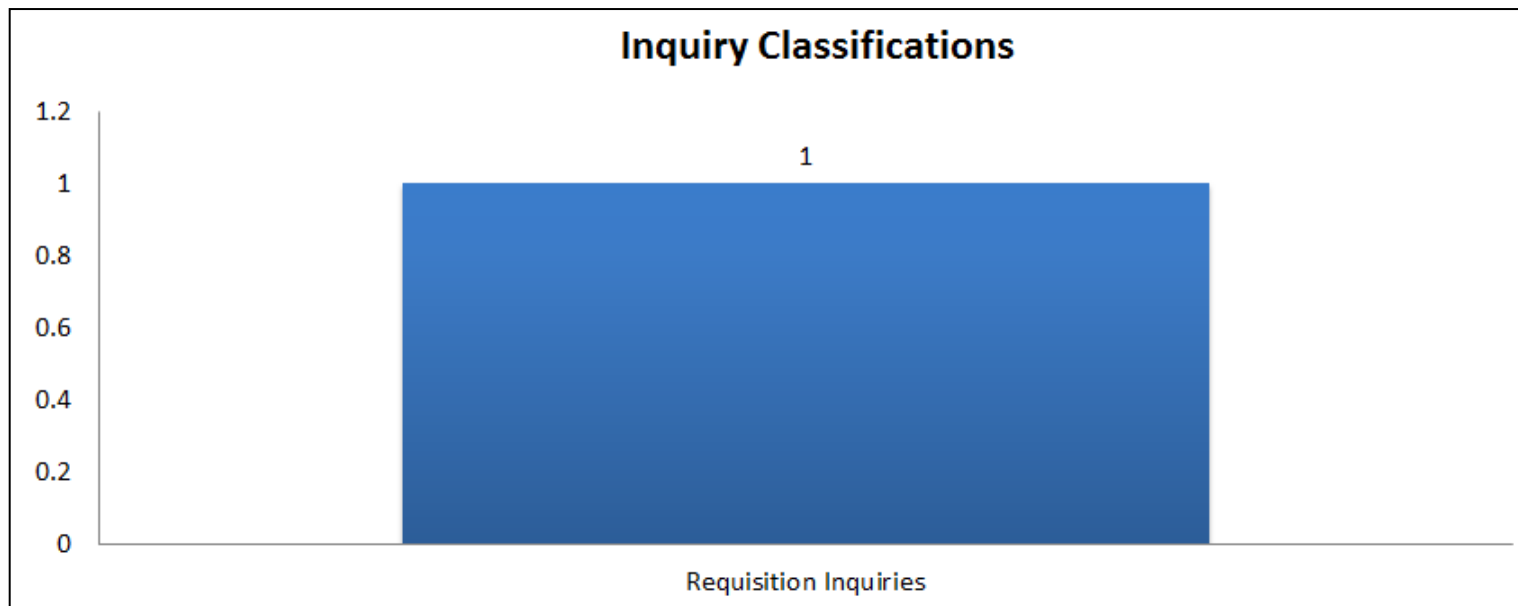
CAD Tickets and Classification



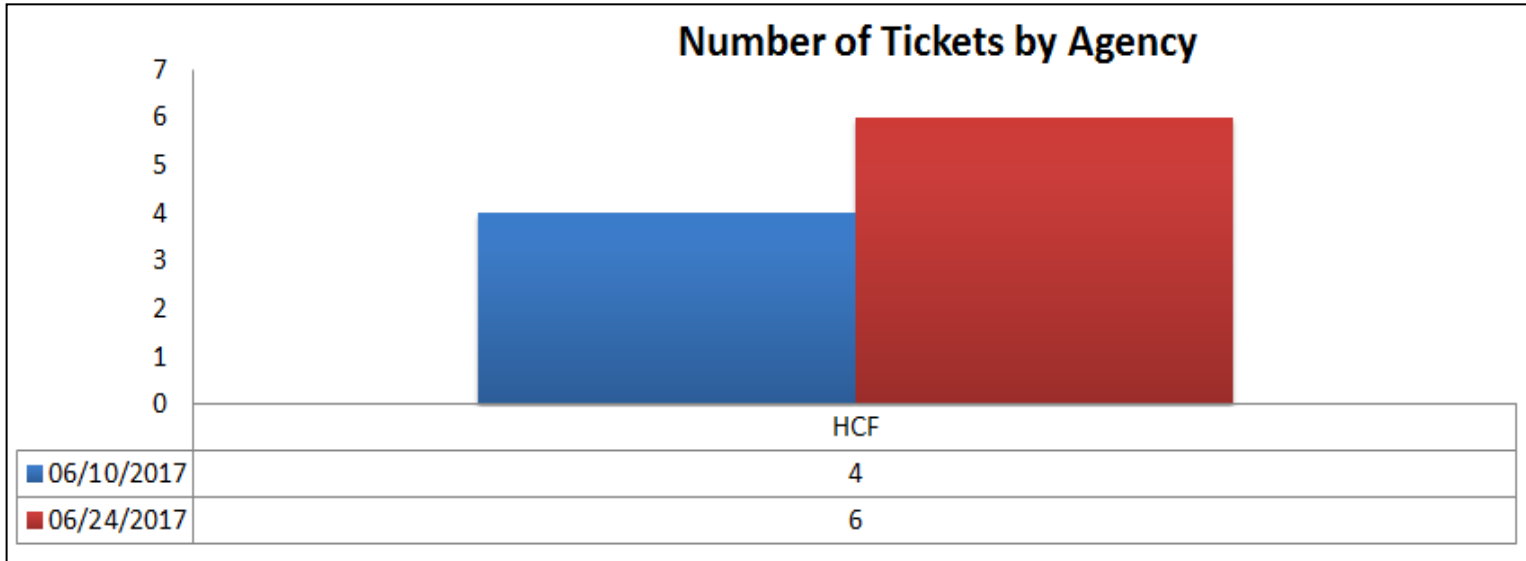
DAC Tickets and Classification



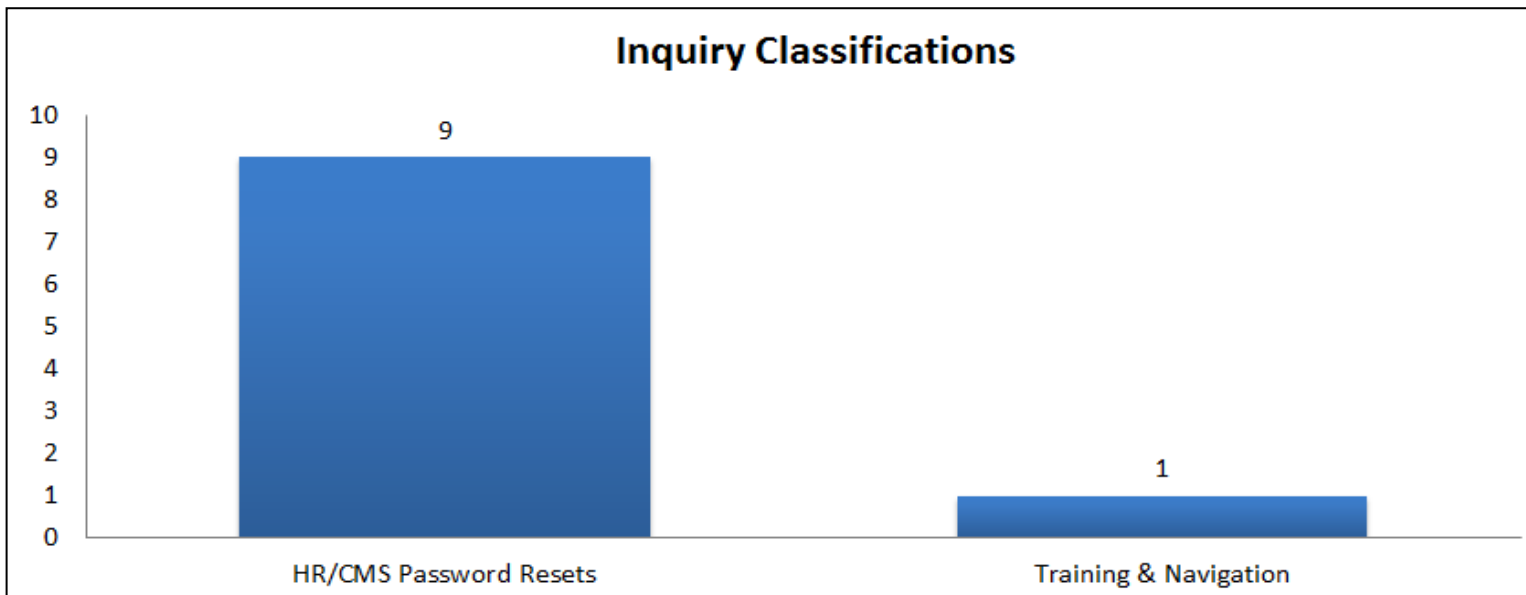
There were no requests the week of 6/3, 6/10, & 6/17.



HCF Tickets and Classification



There were no requests the week of 6/3 & 6/17.



OSC Tickets and Classification

